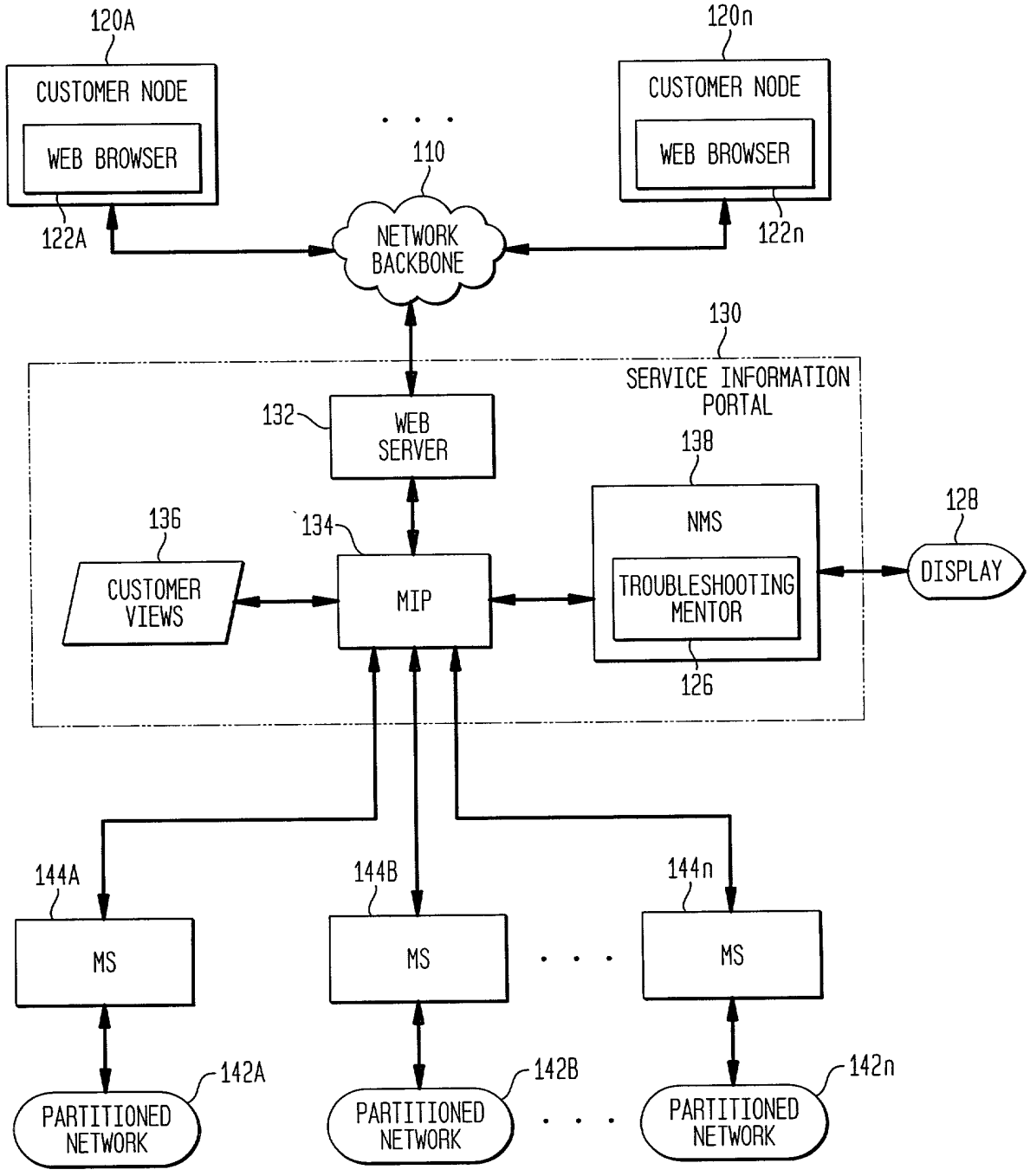
FIG. 1


120A
CUSTOMER NODE
WEB BROWSER
122A
120n
CUSTOMER NODE
WEB BROWSER
122n
110
NETWORK BACKBONE
130
SERVICE INFORMATION PORTAL
132
WEB SERVER
138
NMS
TROUBLESHOOTING MENTOR
126
128
DISPLAY
136
CUSTOMER VIEWS
134
MIP
144A
MS
144B
MS
144n
MS
142A
PARTITIONED NETWORK
142B
PARTITIONED NETWORK
142n
PARTITIONED NETWORK

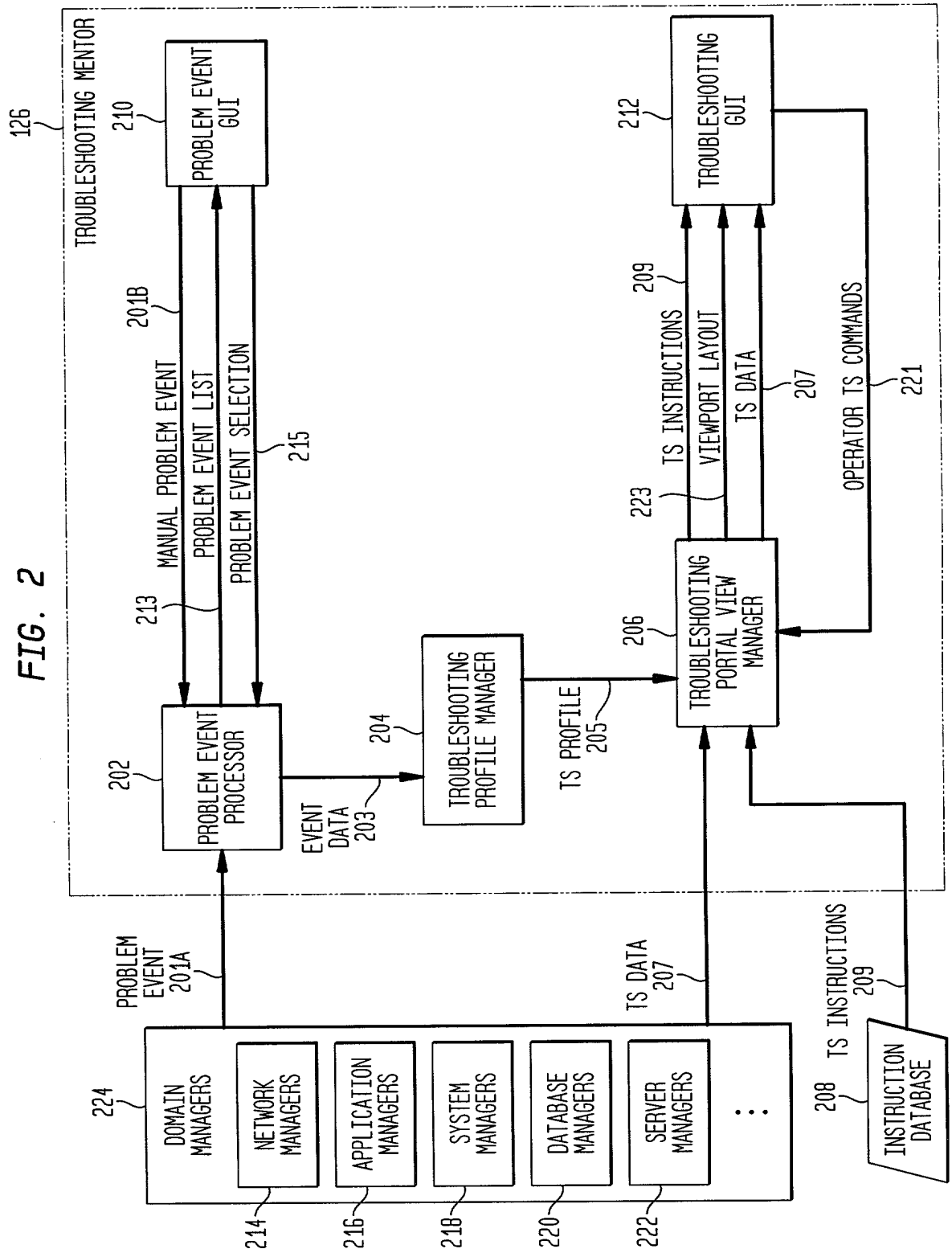

TROUBLESHOOTING MENTOR
126
PROBLEM EVENT GUI
210
TROUBLESHOOTING GUI
212
201B
MANUAL PROBLEM EVENT
PROBLEM EVENT LIST
PROBLEM EVENT SELECTION
213
215
209
TS INSTRUCTIONS
VIEWPORT LAYOUT
TS DATA
207
223
OPERATOR TS COMMANDS
221
PROBLEM EVENT PROCESSOR
202
EVENT DATA 203
204
TROUBLESHOOTING PROFILE MANAGER
TS PROFILE 205
206
TROUBLESHOOTING PORTAL VIEW MANAGER
PROBLEM EVENT 201A
TS DATA 207
TS INSTRUCTIONS 209
208
INSTRUCTION DATABASE
224
DOMAIN MANAGERS
NETWORK MANAGERS
APPLICATION MANAGERS
SYSTEM MANAGERS
DATABASE MANAGERS
SERVER MANAGERS
214
216
218
220
222

FIG. 2

"Copy" by Scribd

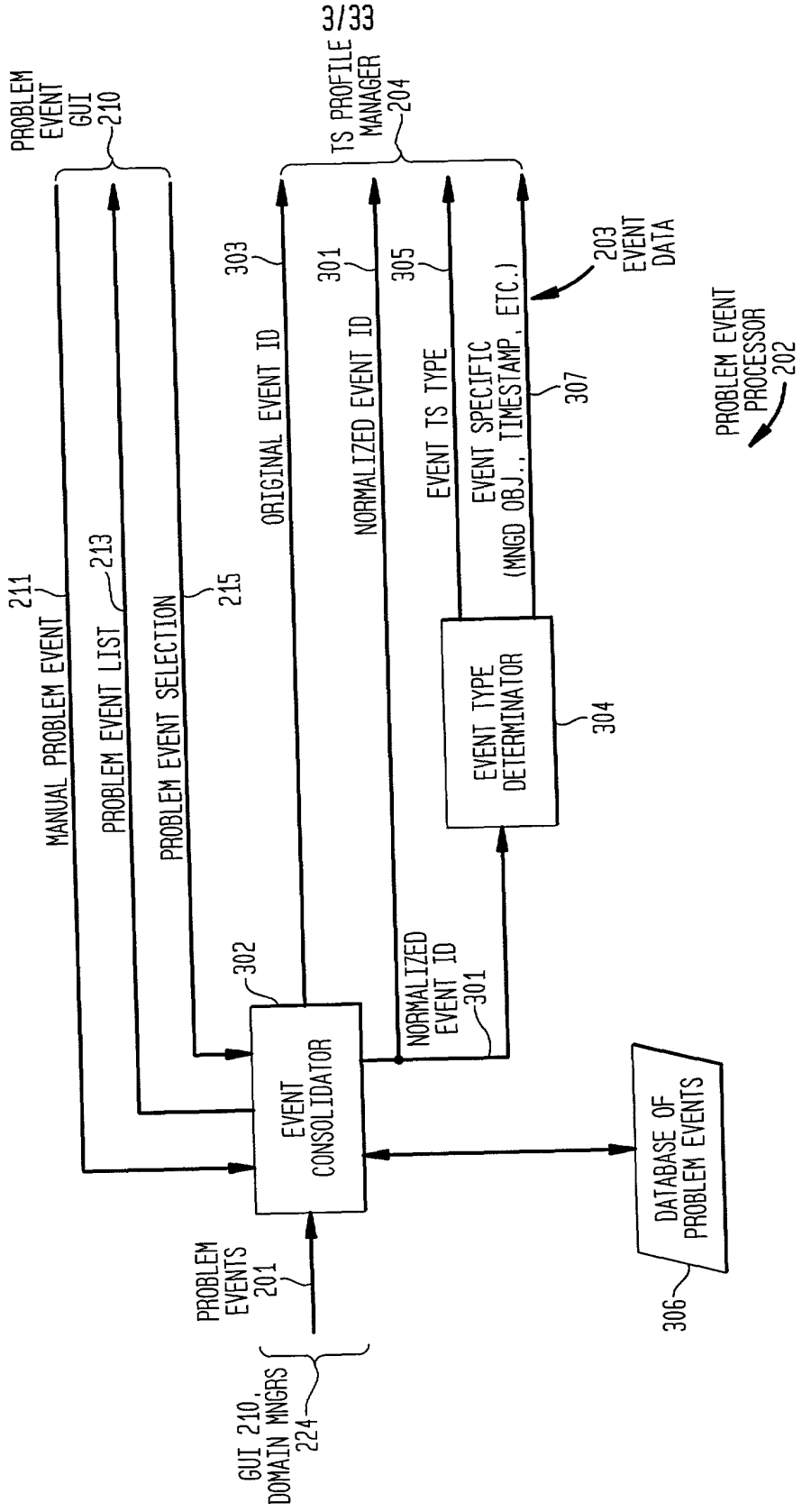


FIG. 3

Patent Attorney Docket

FIG. 4

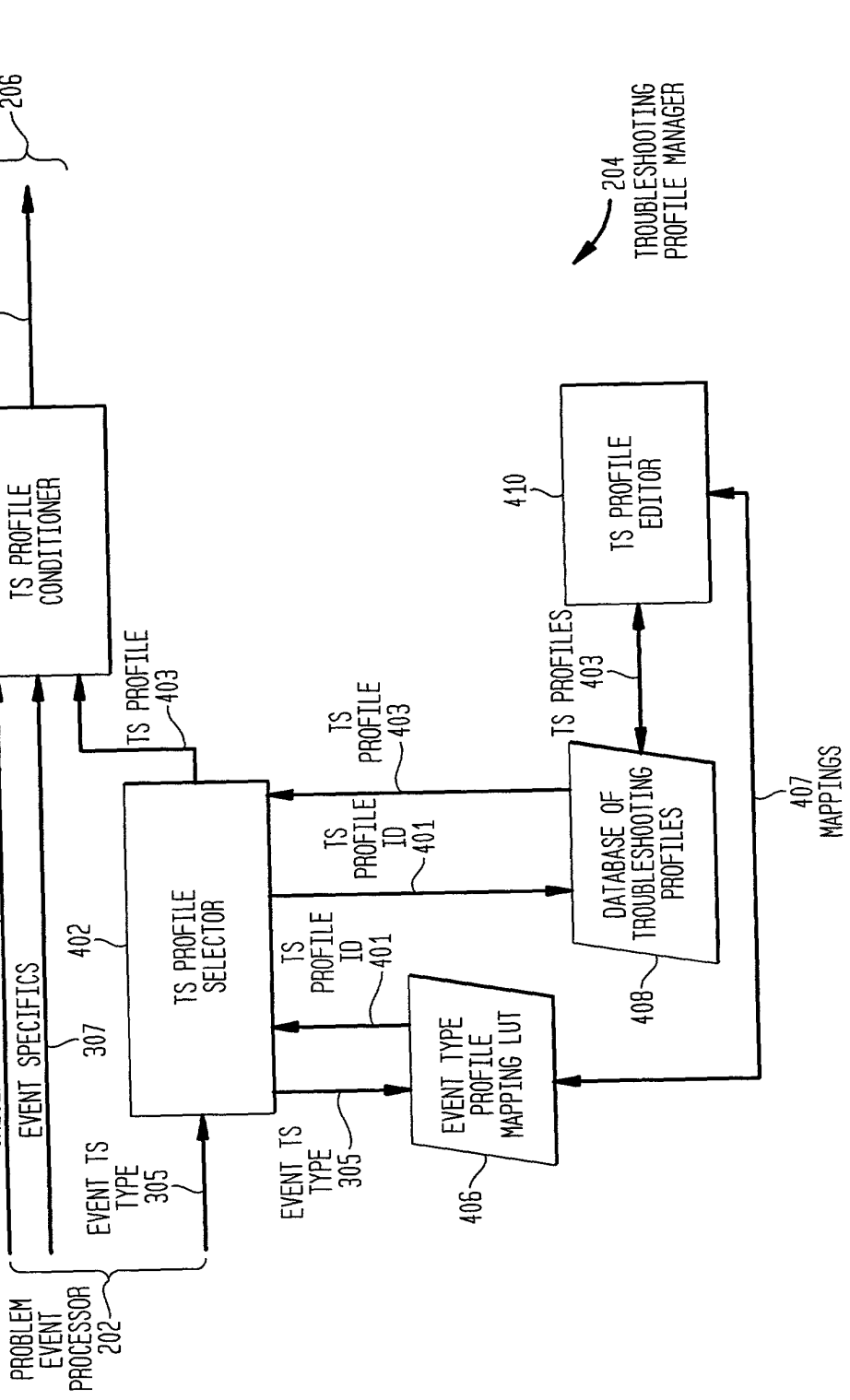
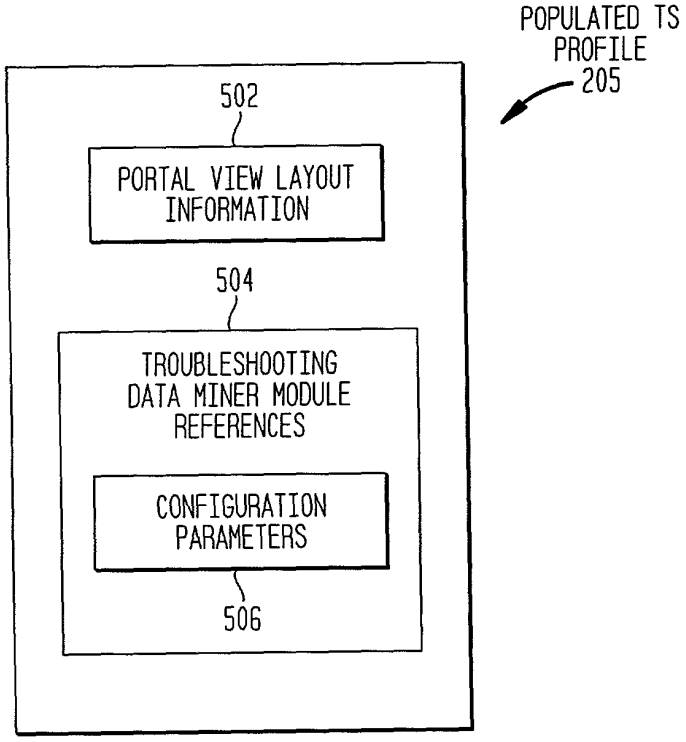


FIG. 5


POPULATED TS
PROFILE
205
502
PORTAL VIEW LAYOUT
INFORMATION
504
TROUBLESHOOTING
DATA MINER MODULE
REFERENCES
CONFIGURATION
PARAMETERS
506

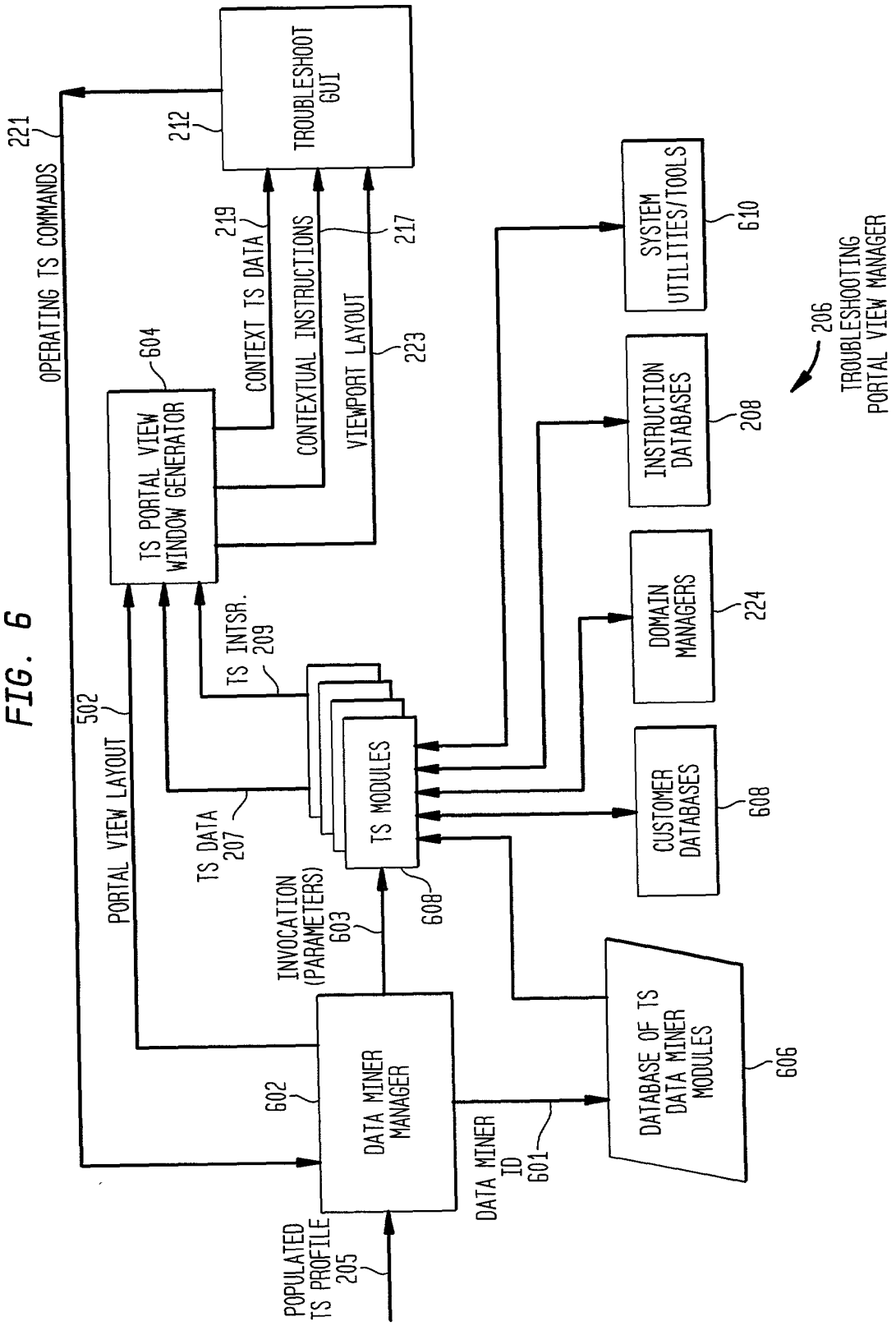

TROUBLESHOOT GUI
212
221
OPERATING TS COMMANDS
219
CONTEXT TS DATA
217
CONTEXTUAL INSTRUCTIONS
223
VIEWPORT LAYOUT
604
TS PORTAL VIEW WINDOW GENERATOR
TS INTSR. 209
502
PORTAL VIEW LAYOUT
TS DATA 207
INVOCATION (PARAMETERS) 603
608
TS MODULES
602
DATA MINER MANAGER
DATA MINER ID 601
POPULATED TS PROFILE 205
DATABASE OF TS DATA MINER MODULES
606
SYSTEM UTILITIES/TOOLS
610
INSTRUCTION DATABASES
208
DOMAIN MANAGERS
224
CUSTOMER DATABASES
608
206
TROUBLESHOOTING PORTAL VIEW MANAGER

FIG. 6

FIG. 7

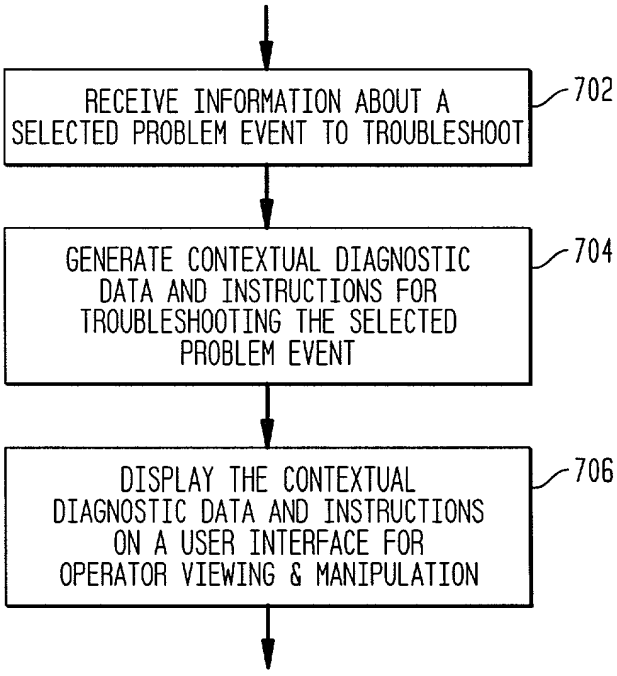


FIG. 8

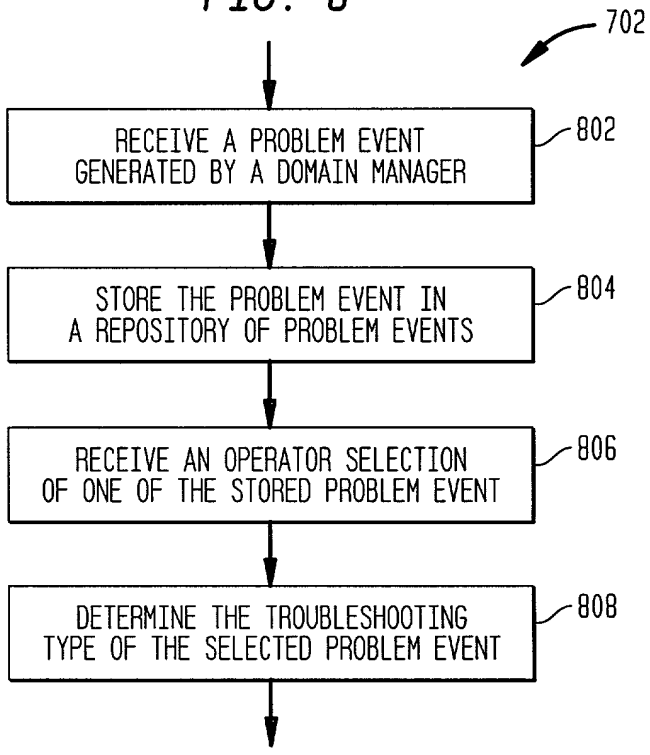


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FIG. 9

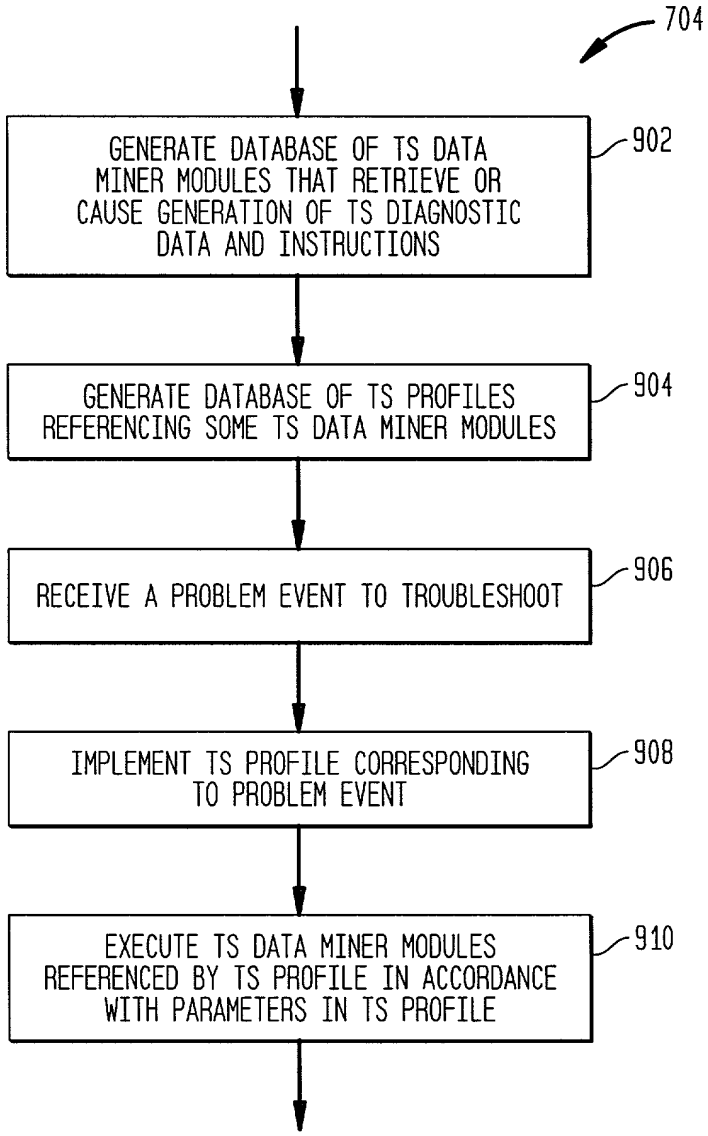
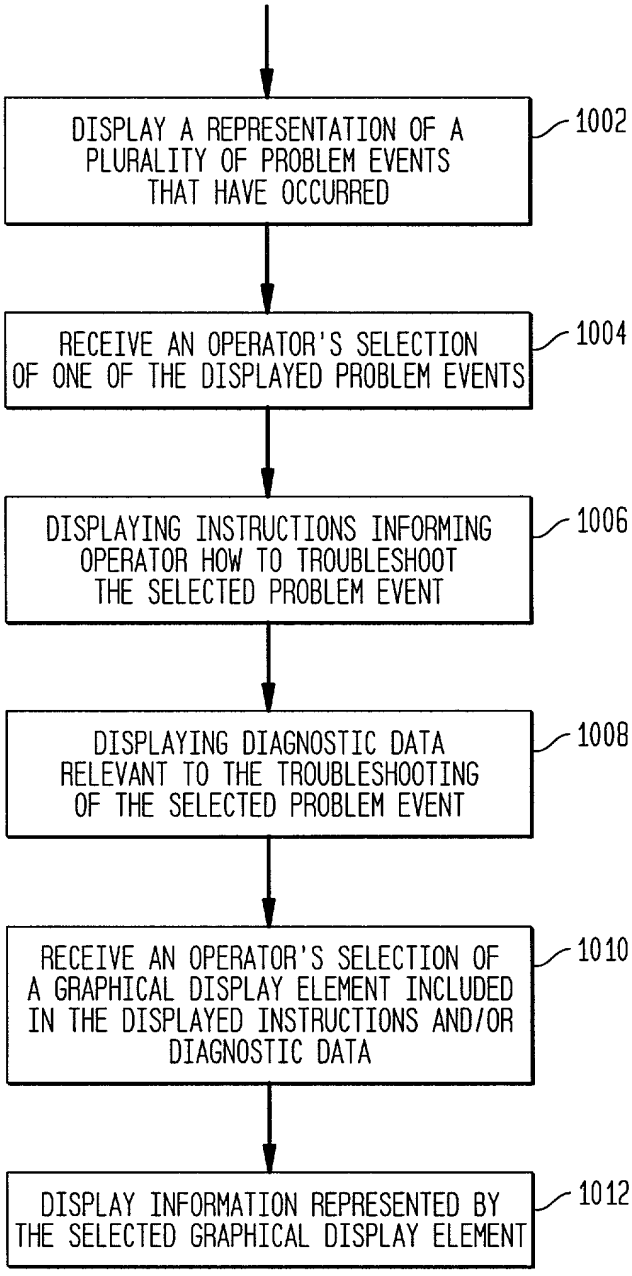

704
GENERATE DATABASE OF TS DATA MINER MODULES THAT RETRIEVE OR CAUSE GENERATION OF TS DIAGNOSTIC DATA AND INSTRUCTIONS
902
GENERATE DATABASE OF TS PROFILES REFERENCING SOME TS DATA MINER MODULES
904
RECEIVE A PROBLEM EVENT TO TROUBLESHOOT
906
IMPLEMENT TS PROFILE CORRESPONDING TO PROBLEM EVENT
908
EXECUTE TS DATA MINER MODULES REFERENCED BY TS PROFILE IN ACCORDANCE WITH PARAMETERS IN TS PROFILE
910

FIG. 10



09845429 "Express Mail"

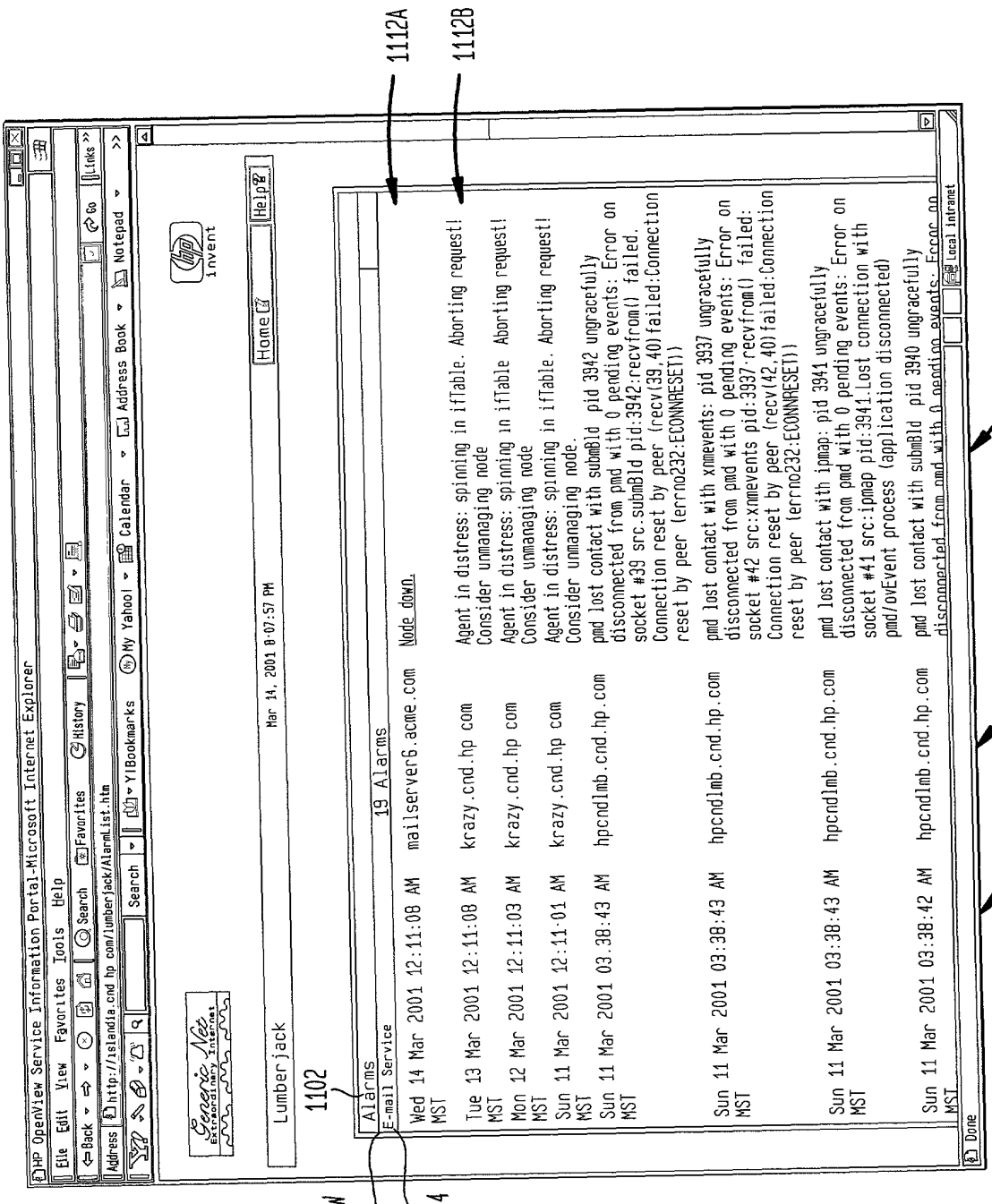

1112A
1112B
1110
1108
1106
1102
1104
EVENT LIST
DISPLAY WINDOW
1100
HP OpenView Service Information Portal-Microsoft Internet Explorer
Lumberjack
Alarms
19 Alarms
E-mail Service
Wed 14 Mar 2001 12:11:08 AM MST mailserver6.acme.com Node down.
Tue 13 Mar 2001 12:11:08 AM MST krazy.cnd.hp com Agent in distress: spinning in ifTable. Aborting request! Consider unmanaging node
Mon 12 Mar 2001 12:11:03 AM MST krazy.cnd.hp com Agent in distress: spinning in ifTable Aborting request! Consider unmanaging node
Sun 11 Mar 2001 12:11:01 AM MST krazy.cnd.hp com Agent in distress: spinning in ifTable. Aborting request! Consider unmanaging node.
Sun 11 Mar 2001 03:38:43 AM MST hpcndlmb.cnd.hp.com pmd lost contact with submBld pid 3942 ungracefully disconnected from pmd with 0 pending events: Error on socket #39 src.submBld pid:3942:recvfrom() failed. Connection reset by peer (recv(39,40)failed:Connection reset by peer (errno232:ECONNRESET))
Sun 11 Mar 2001 03:38:43 AM MST hpcndlmb.cnd.hp.com pmd lost contact with xmevents: pid 3937 ungracefully disconnected from pmd with 0 pending events: Error on socket #42 src:xmevents pid:3937:recvfrom() failed: Connection reset by peer (recv(42,40)failed:Connection reset by peer (errno232:ECONNRESET))
Sun 11 Mar 2001 03:38:43 AM MST hpcndlmb.cnd.hp.com pmd lost contact with ipmap: pid 3941 ungracefully disconnected from pmd with 0 pending events: Error on socket #41 src:ipmap pid:3941:Lost connection with pmd/ovEvent process (application disconnected)
Sun 11 Mar 2001 03:38:42 AM MST hpcndlmb.cnd.hp.com pmd lost contact with submBld pid 3940 ungracefully disconnected from pmd with 0 pending events: Error on

FIG. 11

FIG. 12

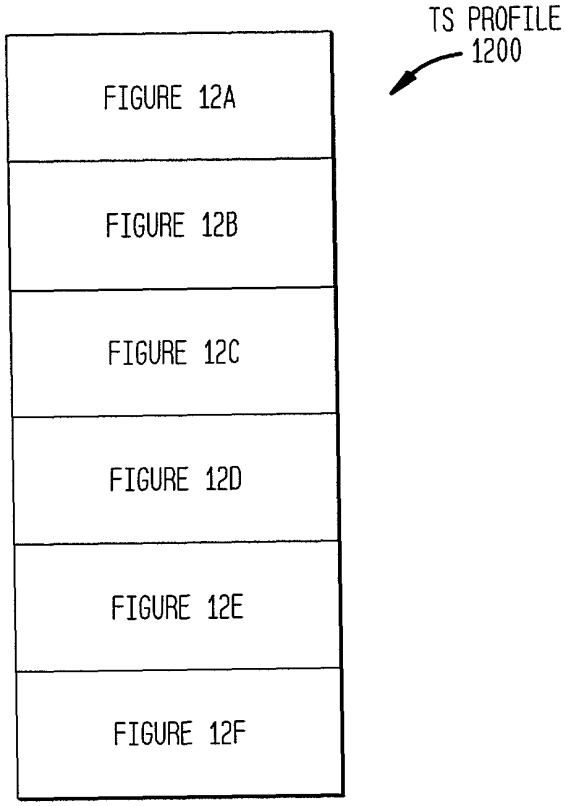

TS PROFILE
1200
FIGURE 12A
FIGURE 12B
FIGURE 12C
FIGURE 12D
FIGURE 12E
FIGURE 12F

FIG. 12A

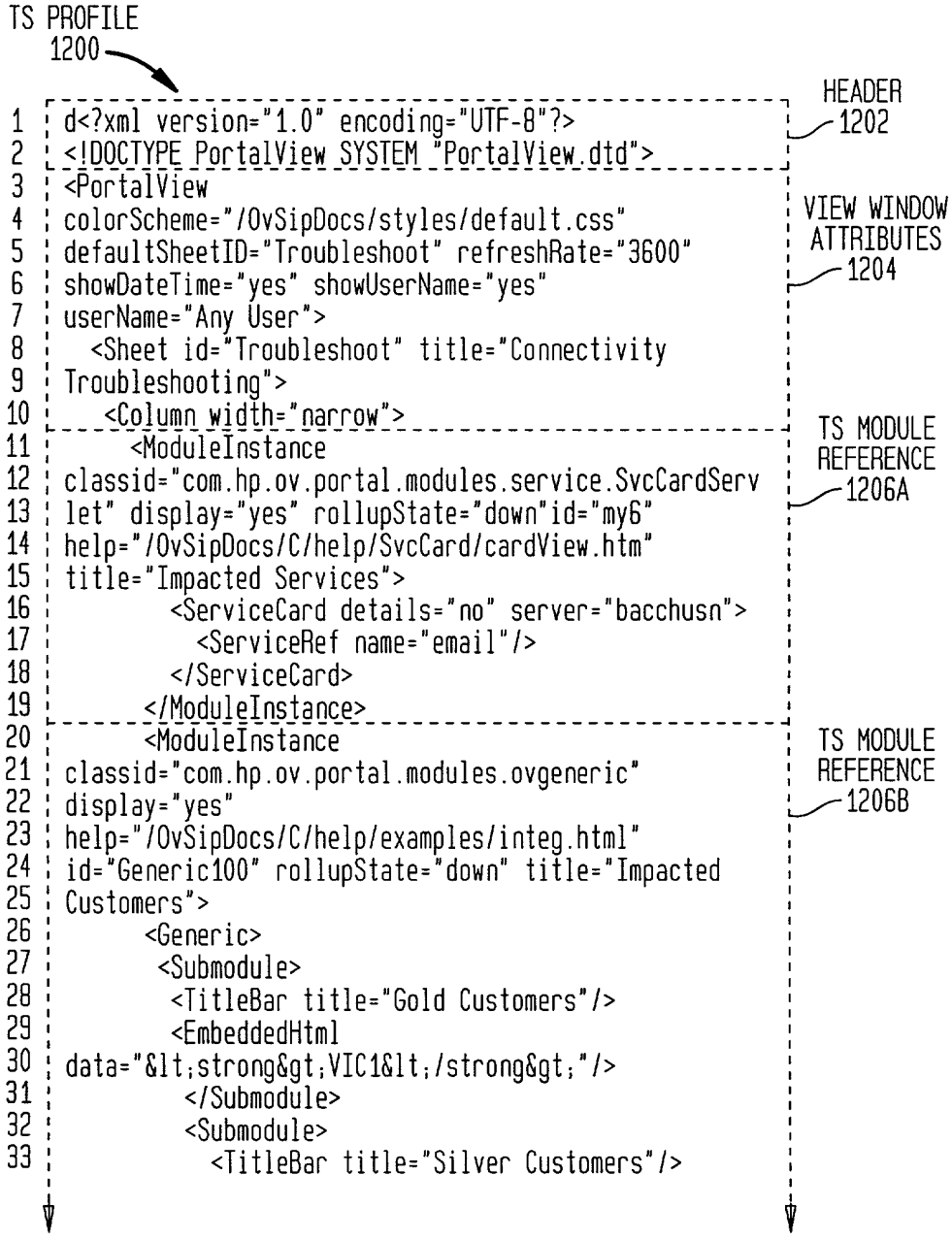

TS PROFILE
1200
HEADER
1202
VIEW WINDOW
ATTRIBUTES
1204
TS MODULE
REFERENCE
1206A
TS MODULE
REFERENCE
1206B
1 d<?xml version="1.0" encoding="UTF-8"?>
2 <!DOCTYPE PortalView SYSTEM "PortalView.dtd">
3 <PortalView
4 colorScheme="/OvSipDocs/styles/default.css"
5 defaultSheetID="Troubleshoot" refreshRate="3600"
6 showDateTime="yes" showUserName="yes"
7 userName="Any User">
8 <Sheet id="Troubleshoot" title="Connectivity
9 Troubleshooting">
10 <Column width="narrow">
11 <ModuleInstance
12 classid="com.hp.ov.portal.modules.service.SvcCardServ
13 let" display="yes" rollupState="down"id="my6"
14 help="/OvSipDocs/C/help/SvcCard/cardView.htm"
15 title="Impacted Services">
16 <ServiceCard details="no" server="bacchusn">
17 <ServiceRef name="email"/>
18 </ServiceCard>
19 </ModuleInstance>
20 <ModuleInstance
21 classid="com.hp.ov.portal.modules.ovgeneric"
22 display="yes"
23 help="/OvSipDocs/C/help/examples/integ.html"
24 id="Generic100" rollupState="down" title="Impacted
25 Customers">
26 <Generic>
27 <Submodule>
28 <TitleBar title="Gold Customers"/>
29 <EmbeddedHtml
30 data="VIC1"/>
31 </Submodule>
32 <Submodule>
33 <TitleBar title="Silver Customers"/>

FIG. 12B

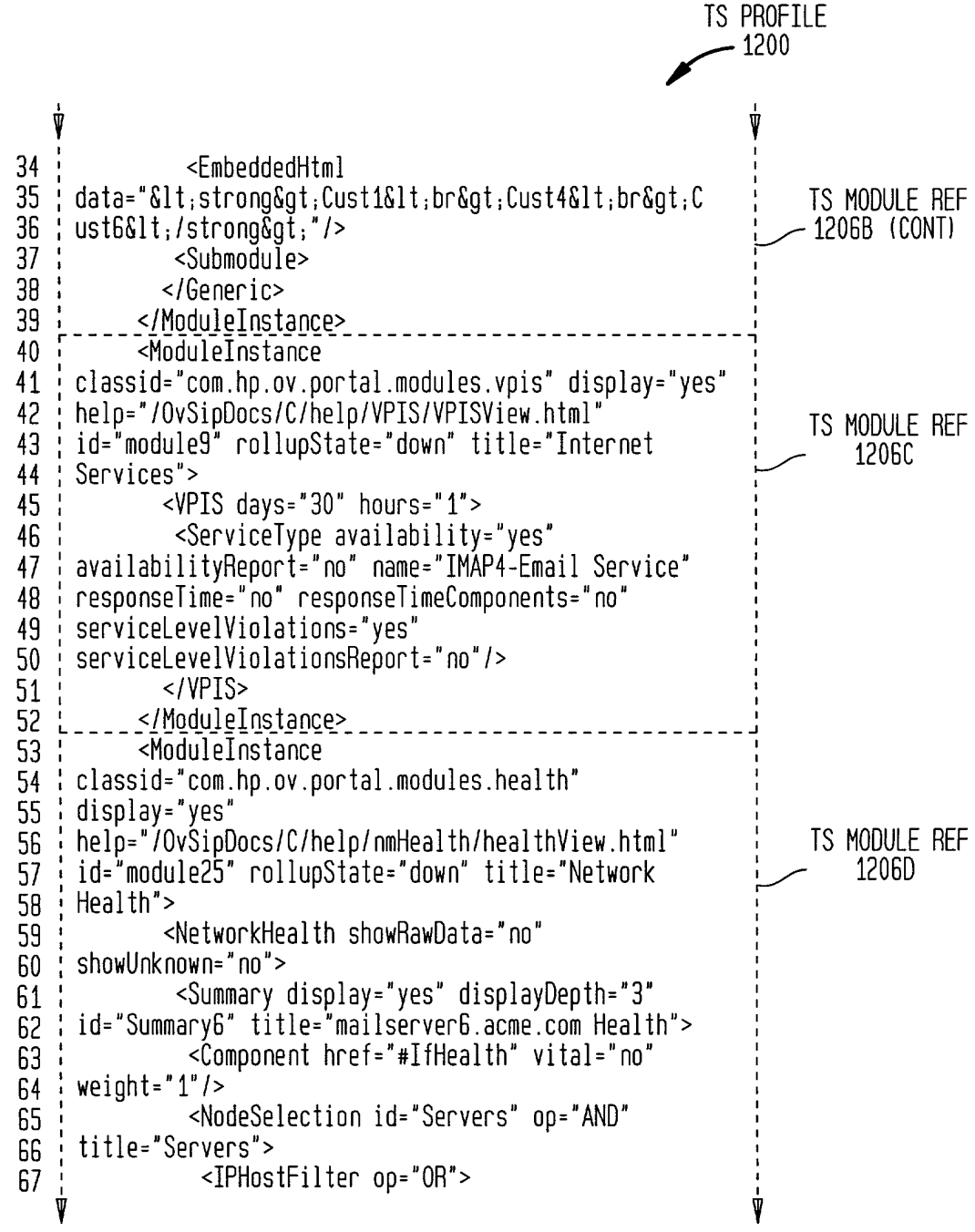

TS PROFILE
1200
34 <EmbeddedHtml
35 data="Cust1
Cust4
C
36 ust6"/>
37 <Submodule>
38 </Generic>
39 </ModuleInstance>
TS MODULE REF
1206B (CONT)
40 <ModuleInstance
41 classid="com.hp.ov.portal.modules.vpis" display="yes"
42 help="/OvSipDocs/C/help/VPIS/VPISView.html"
43 id="module9" rollupState="down" title="Internet
44 Services">
45 <VPIS days="30" hours="1">
46 <ServiceType availability="yes"
47 availabilityReport="no" name="IMAP4-Email Service"
48 responseTime="no" responseTimeComponents="no"
49 serviceLevelViolations="yes"
50 serviceLevelViolationsReport="no"/>
51 </VPIS>
52 </ModuleInstance>
TS MODULE REF
1206C
53 <ModuleInstance
54 classid="com.hp.ov.portal.modules.health"
55 display="yes"
56 help="/OvSipDocs/C/help/nmHealth/healthView.html"
57 id="module25" rollupState="down" title="Network
58 Health">
59 <NetworkHealth showRawData="no"
60 showUnknown="no">
61 <Summary display="yes" displayDepth="3"
62 id="Summary6" title="mailserver6.acme.com Health">
63 <Component href="#IfHealth" vital="no"
64 weight="1"/>
65 <NodeSelection id="Servers" op="AND"
66 title="Servers">
67 <IPHostFilter op="OR">
TS MODULE REF
1206D

FIG. 12C

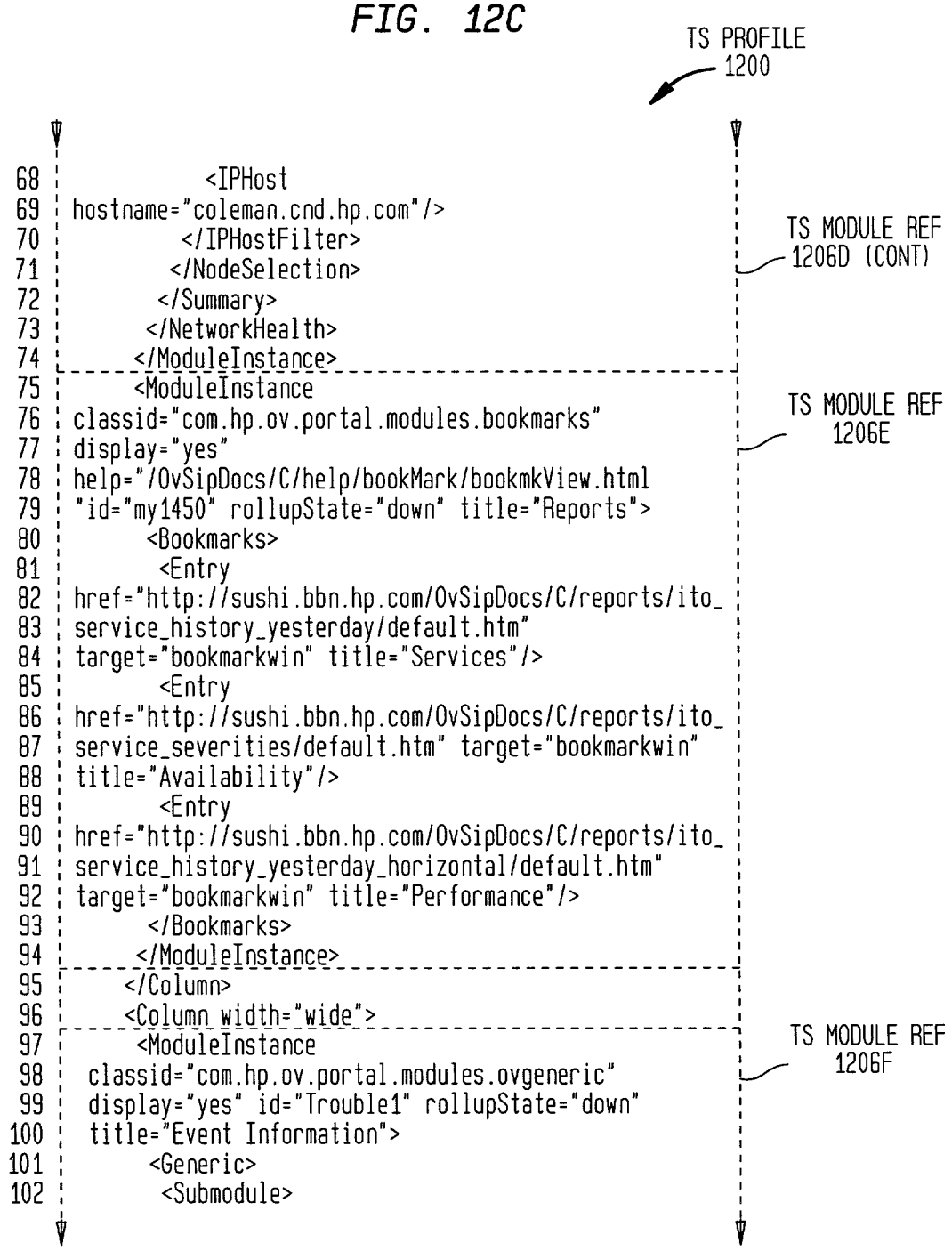

TS PROFILE
1200
TS MODULE REF
1206D (CONT)
TS MODULE REF
1206E
TS MODULE REF
1206F
68 <IPHost
69 hostname="coleman.cnd.hp.com"/>
70 </IPHostFilter>
71 </NodeSelection>
72 </Summary>
73 </NetworkHealth>
74 </ModuleInstance>
75 <ModuleInstance
76 classid="com.hp.ov.portal.modules.bookmarks"
77 display="yes"
78 help="/OvSipDocs/C/help/bookMark/bookmkView.html
79 "id="my1450" rollupState="down" title="Reports">
80 <Bookmarks>
81 <Entry
82 href="http://sushi.bbn.hp.com/OvSipDocs/C/reports/ito_
83 service_history_yesterday/default.htm"
84 target="bookmarkwin" title="Services"/>
85 <Entry
86 href="http://sushi.bbn.hp.com/OvSipDocs/C/reports/ito_
87 service_severities/default.htm" target="bookmarkwin"
88 title="Availability"/>
89 <Entry
90 href="http://sushi.bbn.hp.com/OvSipDocs/C/reports/ito_
91 service_history_yesterday_horizontal/default.htm"
92 target="bookmarkwin" title="Performance"/>
93 </Bookmarks>
94 </ModuleInstance>
95 </Column>
96 <Column width="wide">
97 <ModuleInstance
98 classid="com.hp.ov.portal.modules.ovgeneric"
99 display="yes" id="Trouble1" rollupState="down"
100 title="Event Information">
101 <Generic>
102 <Submodule>

FIG. 12D

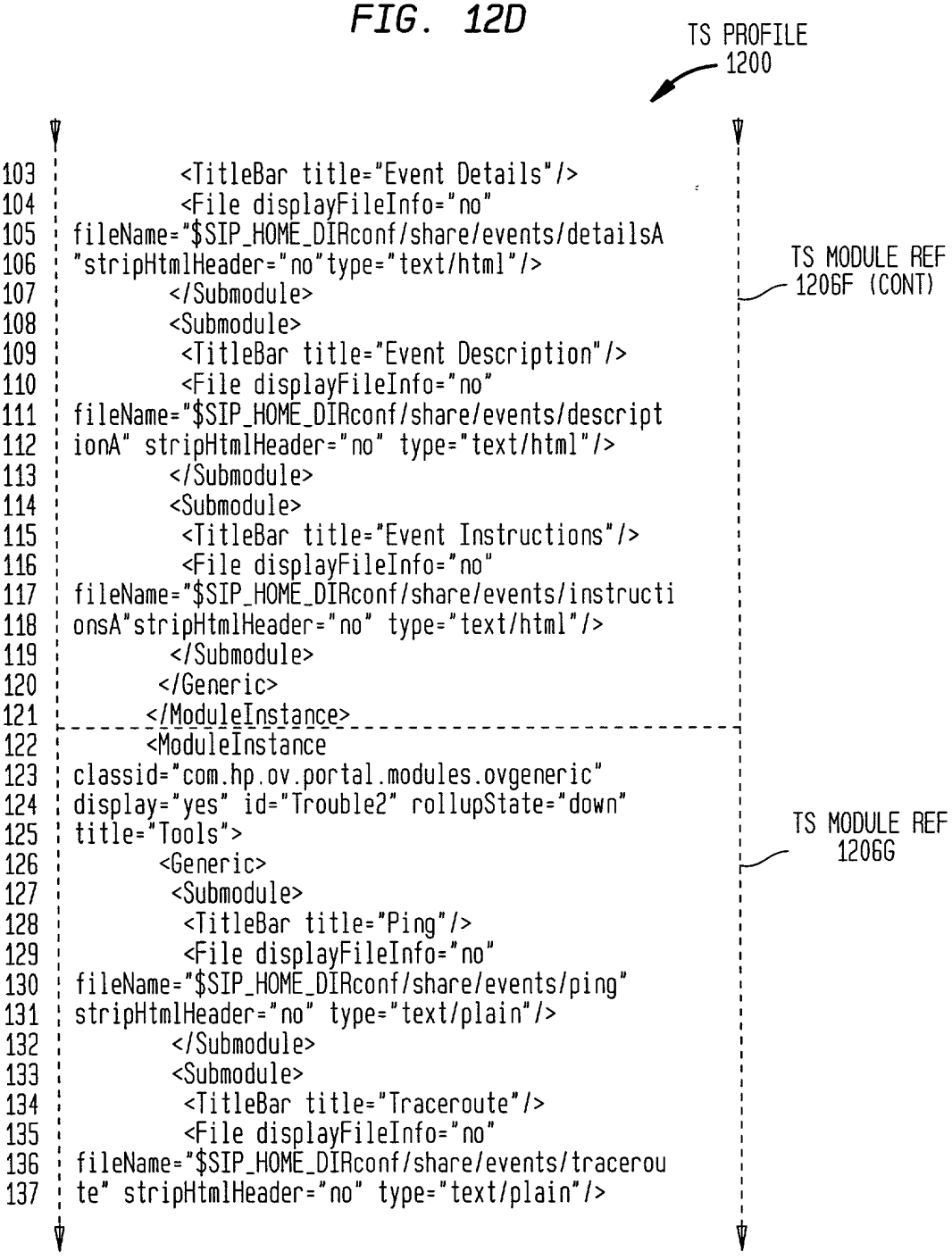

TS PROFILE
1200
TS MODULE REF
1206F (CONT)
TS MODULE REF
1206G
103 <TitleBar title="Event Details"/>
104 <File displayFileInfo="no"
105 fileName="$SIP_HOME_DIRconf/share/events/detailsA
106 "stripHtmlHeader="no"type="text/html"/>
107 </Submodule>
108 <Submodule>
109 <TitleBar title="Event Description"/>
110 <File displayFileInfo="no"
111 fileName="$SIP_HOME_DIRconf/share/events/descript
112 ionA" stripHtmlHeader="no" type="text/html"/>
113 </Submodule>
114 <Submodule>
115 <TitleBar title="Event Instructions"/>
116 <File displayFileInfo="no"
117 fileName="$SIP_HOME_DIRconf/share/events/instructi
118 onsA"stripHtmlHeader="no" type="text/html"/>
119 </Submodule>
120 </Generic>
121 </ModuleInstance>
122 <ModuleInstance
123 classid="com.hp.ov.portal.modules.ovgeneric"
124 display="yes" id="Trouble2" rollupState="down"
125 title="Tools">
126 <Generic>
127 <Submodule>
128 <TitleBar title="Ping"/>
129 <File displayFileInfo="no"
130 fileName="$SIP_HOME_DIRconf/share/events/ping"
131 stripHtmlHeader="no" type="text/plain"/>
132 </Submodule>
133 <Submodule>
134 <TitleBar title="Traceroute"/>
135 <File displayFileInfo="no"
136 fileName="$SIP_HOME_DIRconf/share/events/tracerou
137 te" stripHtmlHeader="no" type="text/plain"/>

FIG. 12E

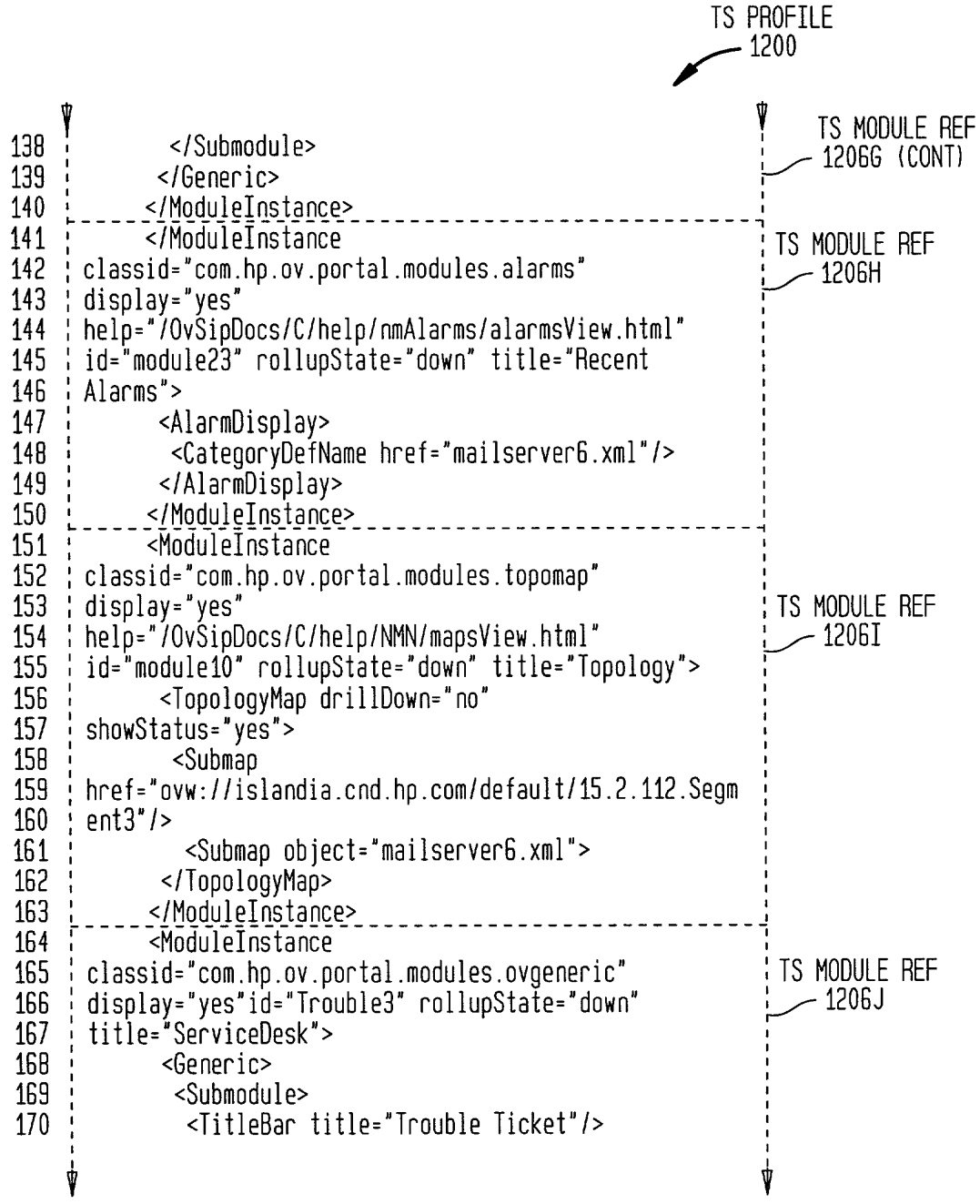
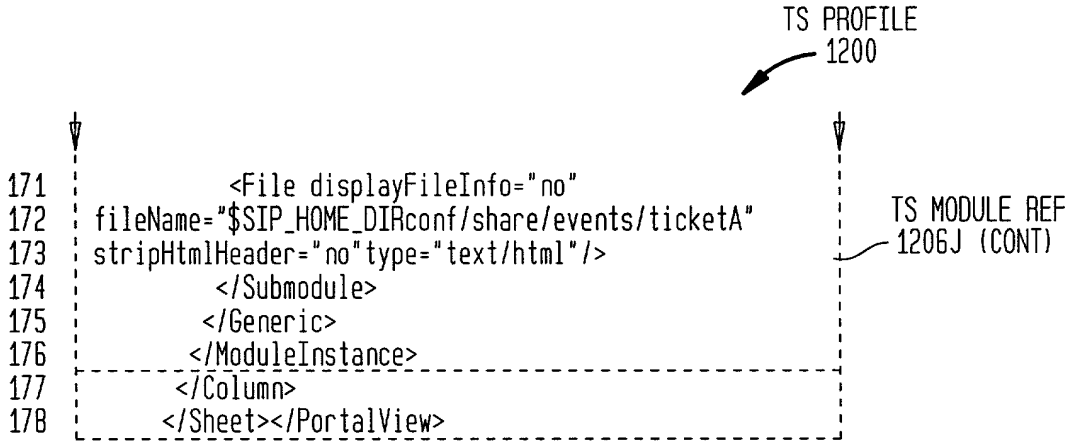

TS PROFILE
1200
TS MODULE REF
1206G (CONT)
TS MODULE REF
1206H
TS MODULE REF
1206I
TS MODULE REF
1206J
138 </Submodule>
139 </Generic>
140 </ModuleInstance>
141 </ModuleInstance
142 classid="com.hp.ov.portal.modules.alarms"
143 display="yes"
144 help="/OvSipDocs/C/help/nmAlarms/alarmsView.html"
145 id="module23" rollupState="down" title="Recent
146 Alarms">
147 <AlarmDisplay>
148 <CategoryDefName href="mailserver6.xml"/>
149 </AlarmDisplay>
150 </ModuleInstance>
151 <ModuleInstance
152 classid="com.hp.ov.portal.modules.topomap"
153 display="yes"
154 help="/OvSipDocs/C/help/NMN/mapsView.html"
155 id="module10" rollupState="down" title="Topology">
156 <TopologyMap drillDown="no"
157 showStatus="yes">
158 <Submap
159 href="ovw://islandia.cnd.hp.com/default/15.2.112.Segm
160 ent3"/>
161 <Submap object="mailserver6.xml">
162 </TopologyMap>
163 </ModuleInstance>
164 <ModuleInstance
165 classid="com.hp.ov.portal.modules.ovgeneric"
166 display="yes"id="Trouble3" rollupState="down"
167 title="ServiceDesk">
168 <Generic>
169 <Submodule>
170 <TitleBar title="Trouble Ticket"/>

FIG. 12F



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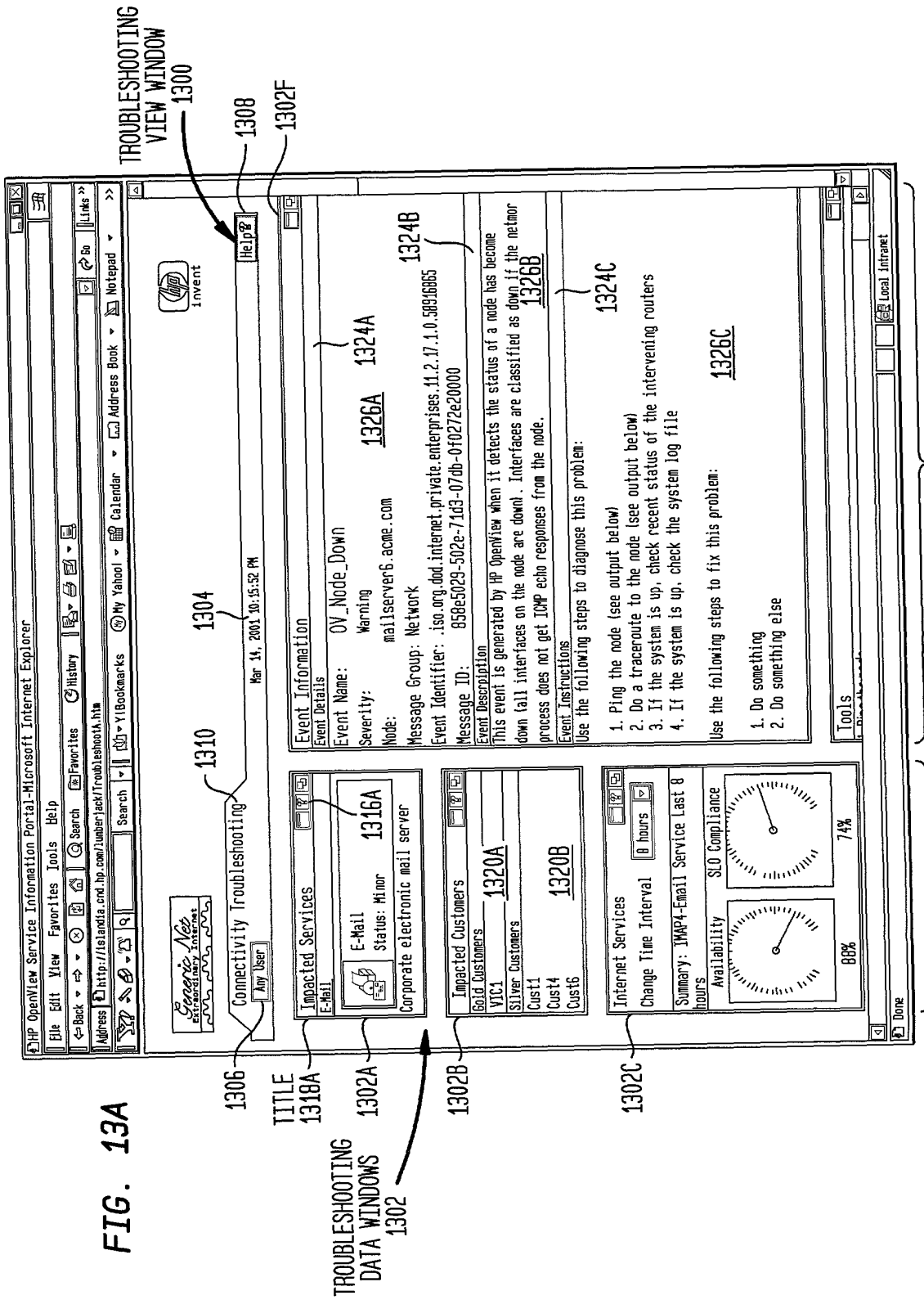
TROUBLESHOOTING VIEW WINDOW
1300
1308
1302F
1304
1310
1306
TITLE
1318A
1302A
1316A
1302B
1320A
1320B
1302C
1324A
1326A
1324B
1326B
1324C
1326C
1314
RIGHT COLUMN
1312
LEFT COLUMN
TROUBLESHOOTING DATA WINDOWS
1302
Event Information
Event Details
Event Name: OV_Node_Down
Severity: Warning
Node: mailserver6.acme.com
Message Group: Network
Event Identifier: .iso.org.dod.internet.private.enterprises.11.2.17.1.0.50816865
Message ID: 858e5029-502e-71d3-07db-0f0272e20000
Event Description
This event is generated by HP OpenView when it detects the status of a node has become down (all interfaces on the node are down). Interfaces are classified as down if the netmor process does not get ICMP echo responses from the node.
Event Instructions
Use the following steps to diagnose this problem:
1. Ping the node (see output below)
2. Do a traceroute to the node (see output below)
3. If the system is up, check recent status of the intervening routers
4. If the system is up, check the system log file
Use the following steps to fix this problem:
1. Do something
2. Do something else
Impacted Services
E-Mail
E-Mail
Status: Minor
Corporate electronic mail server
Impacted Customers
Gold Customers
VIC1
Silver Customers
Cust1
Cust4
Cust6
Internet Services
Change Time Interval
8 hours
Summary: IMAP4-Email Service Last 8 hours
Availability
88%
SLO Compliance
74%
Connectivity Troubleshooting
Any User
Mar 14, 2001 10:15:52 PM
Tools
Done
Local intranet

FIG. 13A

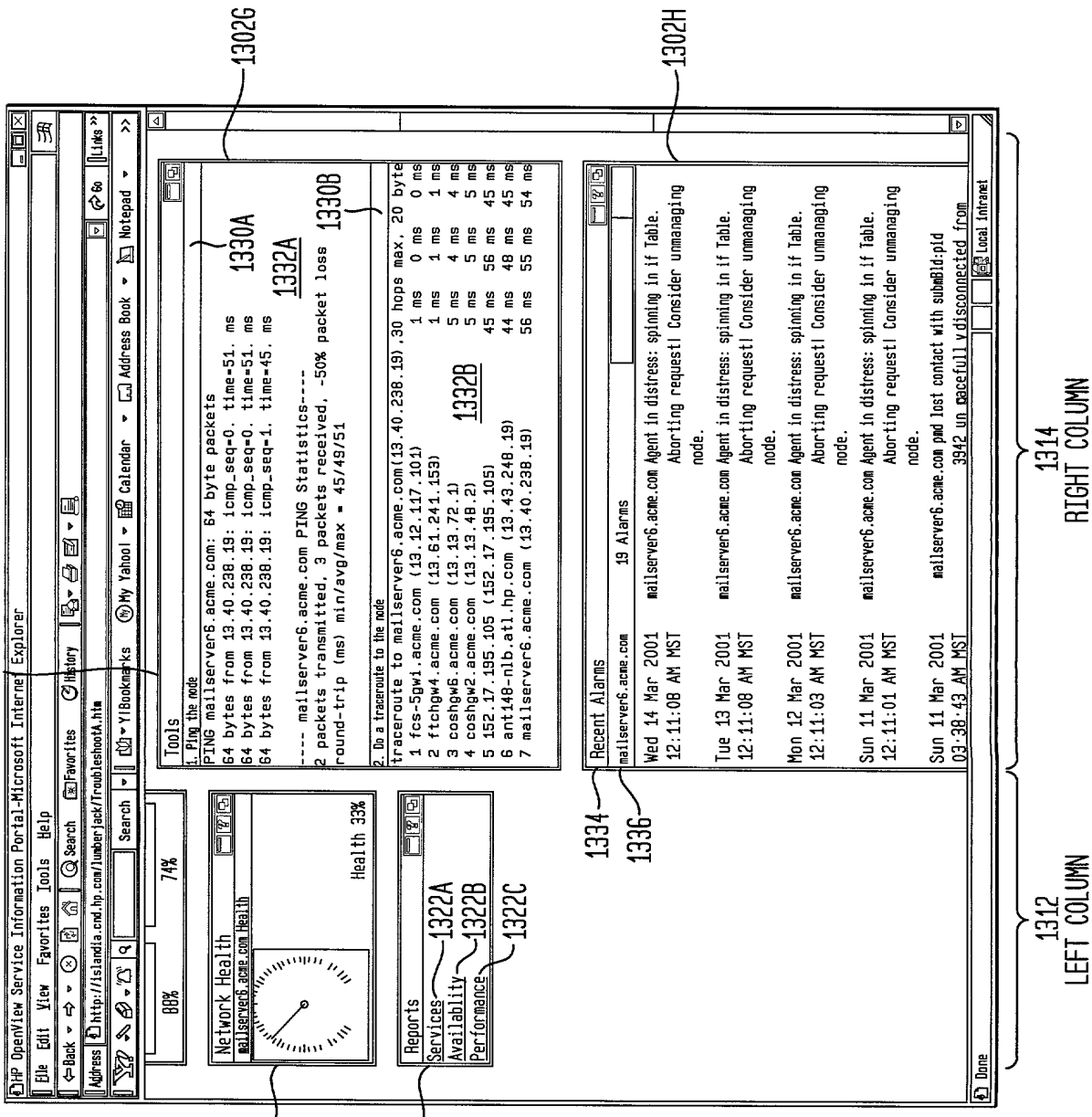
1328
1302G
1302H
1330A
1330B
1332A
1332B
1334
1336
1302D
1302E
1322A
1322B
1322C
1312
LEFT COLUMN
1314
RIGHT COLUMN
Tools
1. Ping the node
2. Do a traceroute to the node
Recent Alarms
19 Alarms

FIG. 13B

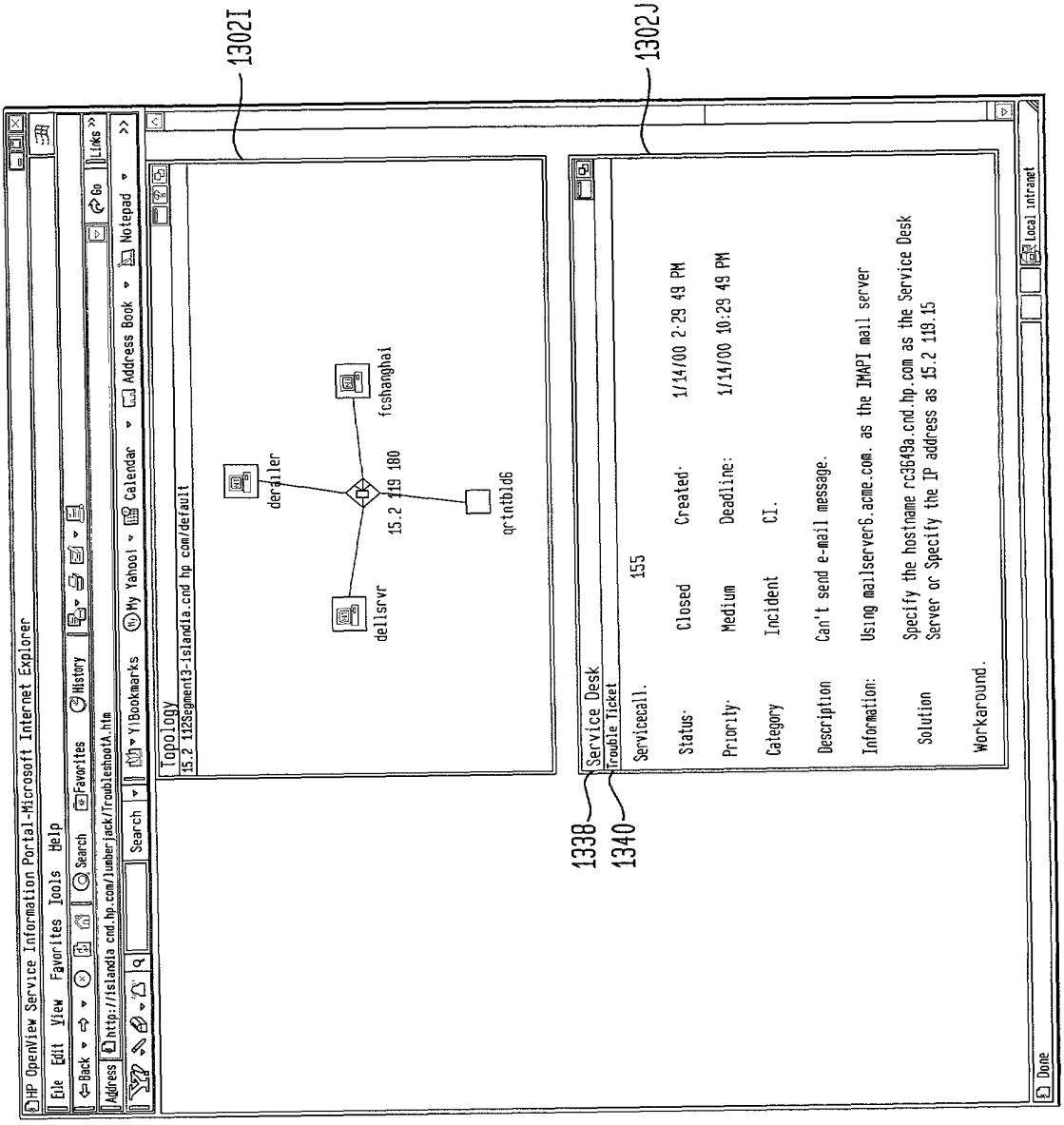
1302I
1302J
HP OpenView Service Information Portal-Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://islandia.cnd.hp.com/lumberjack/TroubleshootA.htm
Search Y!Bookmarks My Yahoo! Calendar Address Book Notepad
Links
Topology
15.2 112Segment3-islandia.cnd.hp.com/default
derailer
fcshanghai
15.2.119.180
dellsrvr
qrtnthld6
Service Desk
Trouble Ticket
Servicecall. 155
Status: Closed
Created: 1/14/00 2:29:49 PM
Priority: Medium
Deadline: 1/14/00 10:29:49 PM
Category Incident
CI.
Description Can't send e-mail message.
Information: Using mailserver6.acme.com. as the IMAPI mail server
Solution Specify the hostname rc3649a.cnd.hp.com as the Service Desk Server or Specify the IP address as 15.2.119.15
Workaround.
1338
1340
Done
Local intranet

FIG. 13C

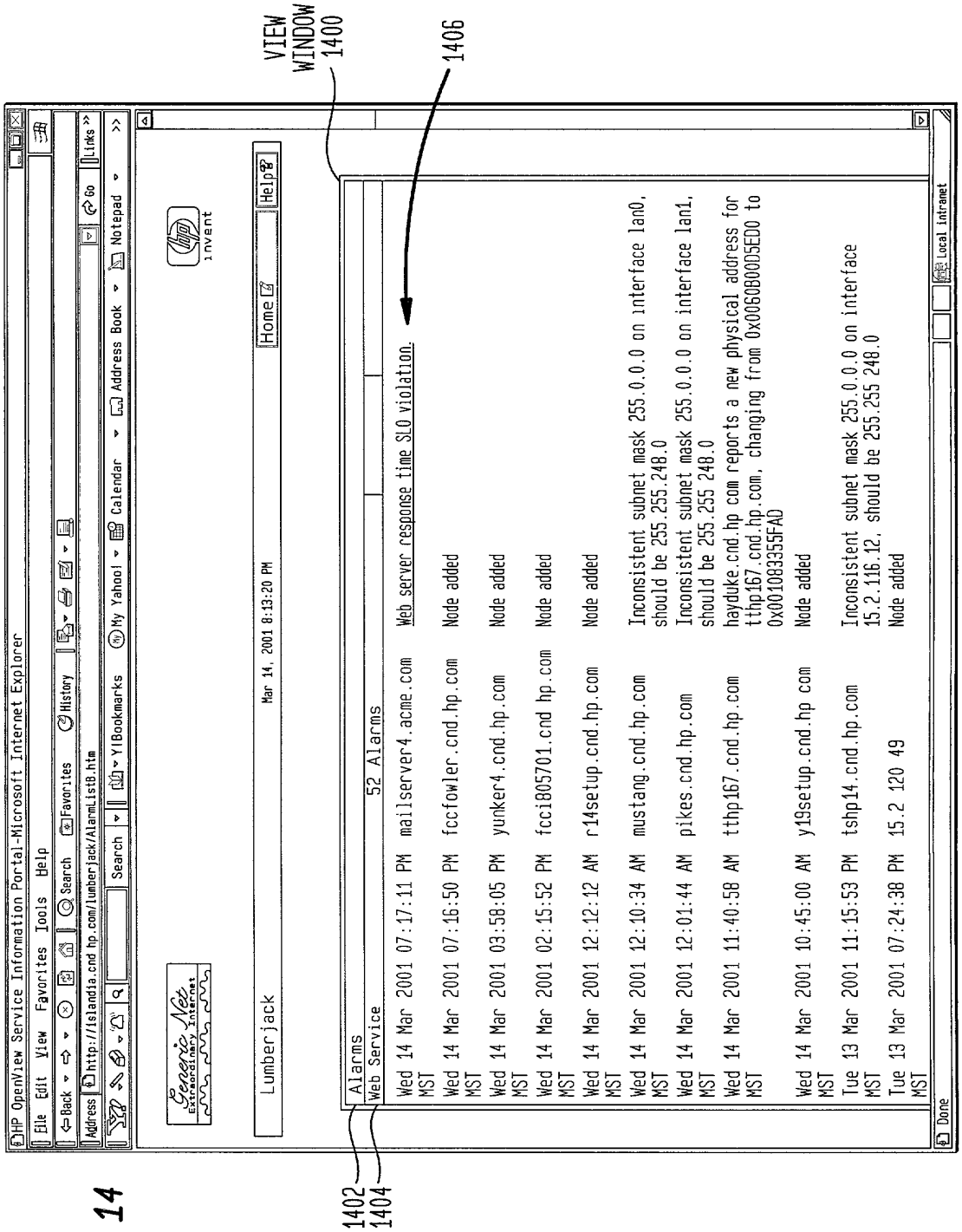
VIEW WINDOW 1400
1406
1402
1404
HP OpenView Service Information Portal-Microsoft Internet Explorer
File Edit View Favorites Tools Help
Address http://islandia.cnd.hp.com/lumberjack/AlarmList8.htm
Lumberjack
Mar 14, 2001 8:13:20 PM
Home
Help
Alarms
Web Service
52 Alarms
Wed 14 Mar 2001 07:17:11 PM MST mailserver4.acme.com Web server response time SLO violation.
Wed 14 Mar 2001 07:16:50 PM MST fccfowler.cnd.hp.com Node added
Wed 14 Mar 2001 03:58:05 PM MST yunker4.cnd.hp.com Node added
Wed 14 Mar 2001 02:15:52 PM MST fcci805701.cnd hp.com Node added
Wed 14 Mar 2001 12:12:12 AM MST r14setup.cnd.hp.com Node added
Wed 14 Mar 2001 12:10:34 AM MST mustang.cnd.hp.com Inconsistent subnet mask 255.0.0.0 on interface lan0, should be 255.255.248.0
Wed 14 Mar 2001 12:01:44 AM MST pikes.cnd.hp.com Inconsistent subnet mask 255.0.0.0 on interface lan1, should be 255.255 248.0
Wed 14 Mar 2001 11:40:58 AM MST tthp167.cnd.hp.com hayduke.cnd.hp com reports a new physical address for tthp167.cnd.hp.com, changing from 0x0060B0005EDO to 0x00108355FAD
Wed 14 Mar 2001 10:45:00 AM MST y19setup.cnd.hp com Node added
Tue 13 Mar 2001 11:15:53 PM MST tshp14.cnd.hp.com Inconsistent subnet mask 255.0.0.0 on interface 15.2.116.12, should be 255.255 248.0
Tue 13 Mar 2001 07:24:38 PM MST 15.2 120 49 Node added
Done
Local intranet

FIG. 14

FIG. 15

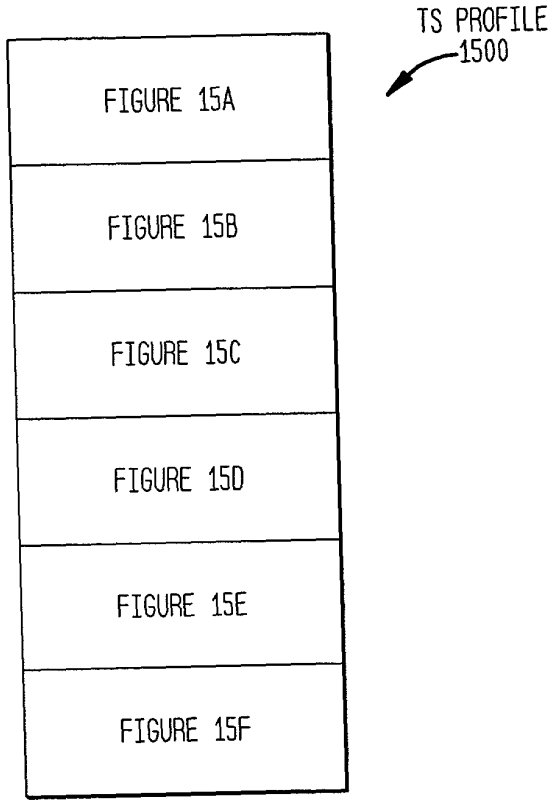

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FIG. 15A

TS PROFILE
1500

```
1  <?xml version="1.0" encoding="UTF-8"?>
2  <!DOCTYPE PortalView SYSTEM "PortalView.dtd">
3  <PortalView
4  colorScheme="/OvSipDocs/styles/default.css"
5  defaultSheetID="Troubleshoot" refreshRate="3600"
6  showDateTime="yes" showUserName="yes"
7  userName="Any User">
8
9    <Sheet id="Troubleshoot" title="Troubleshoot">
10    <Column width="narrow">
11     <ModuleInstance
12 classid="com.hp.ov.portal.modules.service.SvcCardServ
13 let" display="yes"
14 help="/OvSipDocs/C/help/SvcCard/cardView.htm"
15 id="my6" rollupState="down" title="Impacted
16 Services">
17        <ServiceCard details="no" server="bacchusn">
18         <ServiceRef name="email"/>
19        </ServiceCard>
20      </ModuleInstance>
21      <ModuleInstance
22 classid="com.hp.ov.portal.modules.ovgeneric"
23 display="yes"
24 help="/OvSipDocs/C/help/examples/integ.html"
25 id="Generic100" rollupState="down" title="Impacted
26 Customers">
27       <Generic>
28        <Submodule>
29         <TitleBar title="Gold Customers"/>
30         <EmbeddedHtml
31 data="&lt;strong&gt;VIC2&lt;/strong&gt;"/>
32        </Submodule>
33       </Generic>
34      </ModuleInstance>
```

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FIG. 15B

TS PROFILE
1500

```
35        <ModuleInstance
36   classid="com.hp.ov.portal.modules.vpis" display="yes"
37   help="/OvSipDocs/C/help/VPIS/VPISView.html"
38   id="module9" rollupState="down" title="Internet
39   Services">
40          <VPIS days="30" hours="1">
41           <ServiceType availability="no"
42   availabilityReport="no" id="module90" name="HTTP -
43   Web Pages" responseTime="yes"
44   responseTimeComponents="no"
45   serviceLevelViolations="yes"
46   serviceLevelViolationsReport="no"/>
47          </VPIS>
48        </ModuleInstance>
49        <ModuleInstance
50   classid="com.hp.ov.portal.modules.health"
51   display="yes"
52   help="/OvSipDocs/C/help/nmHealth/healthView.html"
53   id="module25" rollupState="down" title="Network
54   Health">
55          <NetworkHealth showRawData="no"
56   showUnknown="no">
57           <Summary display="yes" displayDepth="3"
58   id="Summary6" title="webserver4.acme.com Health">
59            <Component href="#IfHealth" vital="no"
60   weight="1"/>
61            <Component href="#CiscoCpuUtil"
62   vital="no" weight="1"/>
63            <NodeSelection id="Routers" op="AND"
64   title="Routers">
65             <IPHostFilter op="OR">
66              <IPHost
67   hostname="coleman.cnd.hp.com"/>
68             </IPHostFilter>
69            </NodeSelection>
```

FIG. 15C

TS PROFILE
1500

```
70          </Summary>
71         </NetworkHealth>
72        </ModuleInstance>
73        <ModuleInstance
74   classid="com.hp.ov.portal.modules.bookmarks"
75   display="yes"
76   help="/OvSipDocs/C/help/bookMark/bookmkView.html
77   "id="my1450" rollupState="down" title="Reports">
78         <Bookmarks>
79          <Entry
80   href="http://sushi.bbn.hp.com/OvSipDocs/C/reports/ito_
81   service_history_yesterday/default.htm"
82   target="bookmarkwin" title="Services"/>
83          <Entry
84   href="http://sushi.bbn.hp.com/OvSipDocs/C/reports/ito_
85   service_severities/default.htm" target="bookmarkwin"
86   title="Availability"/>
87          <Entry
88   href="http://sushi.bbn.hp.com/OvSipDocs/C/reports/ito_
89   service_history_yesterday_horizontal/default.htm"
90   target="bookmarkwin" title="Performance"/>
91         </Bookmarks>
92        </ModuleInstance>
93       </Column>
94       <Column width="wide">
95        <ModuleInstance
96   classid="com.hp.ov.portal.modules.ovgeneric"
97   display="yes" id="Trouble1" rollupState="down"
98   title="Event Information">
99         <Generic>
100         <Submodule>
101          <TitleBar title="Event Details"/>
102          <File displayFileInfo="no"
103  fileName="$SIP_HOME_DIRconf/share/events/detailsB
104  "stripHtmlHeader="no"type="text/html"/>
```

FIG. 15D

TS PROFILE
1500

```
105           </Submodule>
106           <Submodule>
107            <TitleBar title="Event Description"/>
108            <File displayFileInfo="no"
109   fileName="$SIP_HOME_DIRconf/share/events/descript
110   ionB"stripHtmlHeader="no"type="text/html"/>
111           </Submodule>
112           <Submodule>
113            <TitleBar title="Event Instructions"/>
114            <File displayFileInfo="no"
115   fileName="$SIP_HOME_DIRconf/share/events/instruci
116   onsB"stripHtmlHeader="no"type="text/html"/>
117           </Submodule>
118         </Generic>
119       </ModuleInstance>
120       <ModuleInstance
121   classid="com.hp.ov.portal.modules.ovgeneric"
122   display="yes" id="Trouble2" rollupState="down"
123   title="Tools">
124         <Generic>
125           <Submodule>
126            <TitleBar title="Ping"/>
127            <File displayFileInfo="no"
128   fileName="$SIP_HOME_DIRconf/share/events/pingB"
129   stripHtmlHeader="no"type="text/plain"/>
130           </Submodule>
131           <Submodule>
132            <TitleBar title="Traceroute"/>
133            <File displayFileInfo="no"
134   fileName="$SIP_HOME_DIRconf/share/events/tracerou
135   teB"stripHtmlHeader="no"type="text/plain"/>
136           </Submodule>
137         </Generic>
138       </ModuleInstance>
```

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FIG. 15E

TS PROFILE
1500

```
139       <ModuleInstance
140   classid="com.hp.ov.portal.modules.vpis" display="yes"
141   help="/OvSipDocs/C/help/VPIS/VPISView.html"
142   id="module10" rollupState="down" title="Internet
143   Services">
144         <VPIS days="30" hours="1">
145          <ServiceType availability="no"
146   availabilityReport="yes" id="module100" name="HTTP
147   - Web Pages" responseTime="no"
148   responseTimeComponents="yes"
149   serviceLevelViolations="no"
150   serviceLevelViolationsReport="yes"/>
151         </VPIS>
152       </ModuleInstance>
153       <ModuleInstance
154   classid="com.hp.ov.portal.modules.alarms"
155   display="yes"
156   help="/OvSipDocs/C/help/nmAlarms/alarmsView.html"
157   id="module23" rollupState="down" title="Recent
158   Alarms">
159         <AlarmDisplay>
160          <CategoryDefName href="webserver4.xml"/>
161         </AlarmDisplay>
162       </ModuleInstance>
163       <ModuleInstance
164   classid="com.hp.ov.portal.modules.ovgeneric"
165   display="yes" id="Trouble3" rollupState="down"
166   title="Service Desk">
167         <Generic>
168          <Submodule>
169           <TitleBar title="Trouble Ticket"/>
170           <file displayFileInfo="no"
171   fileName="$SIP_HOME_DIRconf/share/events/ticketB"
172   stripHtmlHeader="no"type="text/html"/>
173          </Submodule>
```

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FIG. 15F

TS PROFILE
1500

```
174            <Submodule>
175             <TitleBar title="Trouble Ticket"/>
176             <File displayFileInfo="no"
177   fileName="$SID_HOME_DIRconf/share/events/ticketC"
178   stripHtmlHeader="no"type="text/html"/>
179            </Submodule>
180          </Generic>
181        </ModuleInstance>
182      </Column>
183    </Sheet></PortalView>
```

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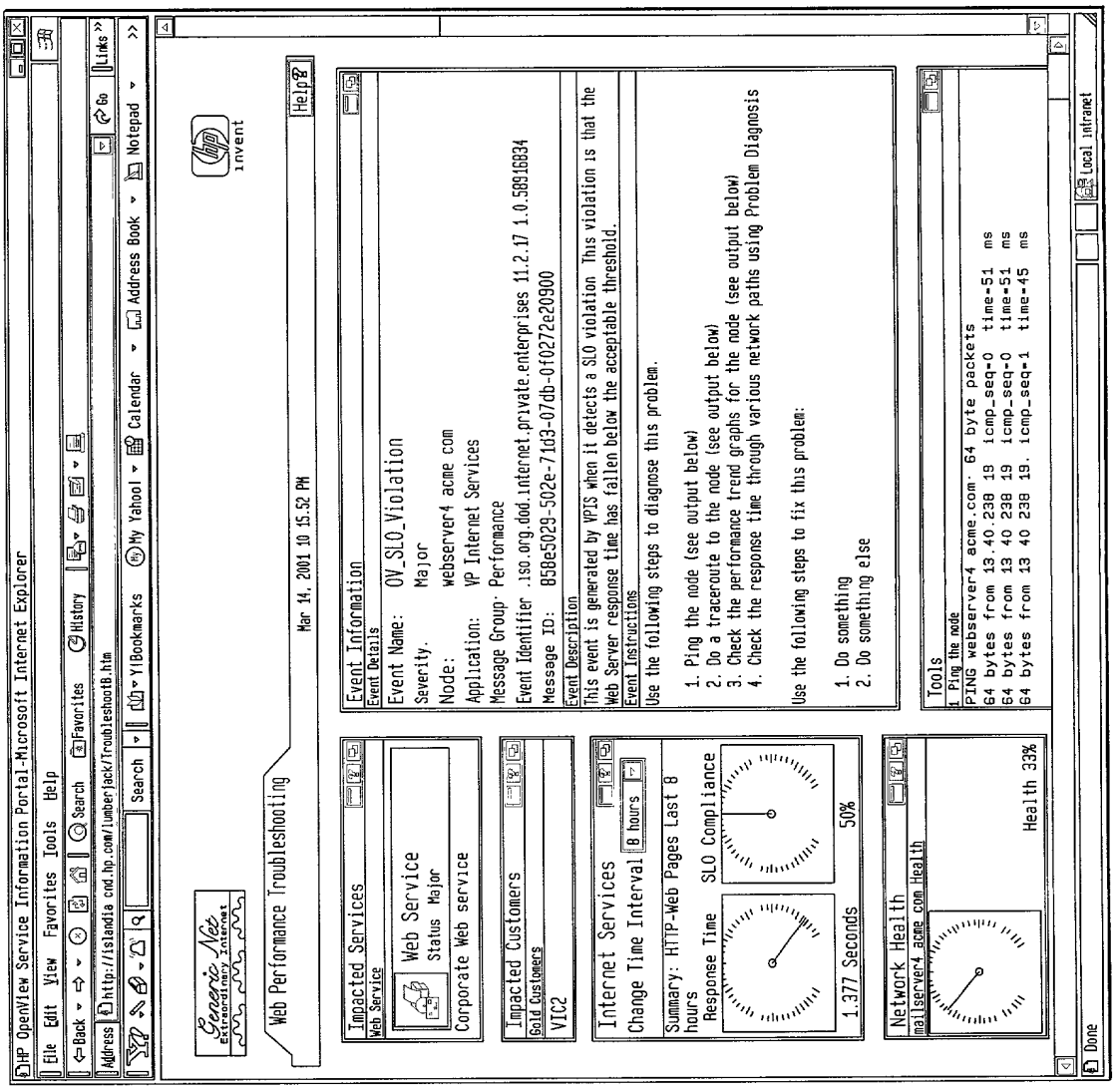
HP OpenView Service Information Portal-Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://islandia.cnd.hp.com/lumberjack/TroubleshootB.htm
Search My Yahoo Calendar Address Book Notepad
Links
Go
Local intranet
Done
Generic Net
Extraordinary Internet
invent
Web Performance Troubleshooting
Mar 14, 2001 10 15.52 PM
Help
Impacted Services
Web Service
Web Service
Status Major
Corporate Web service
Impacted Customers
Gold Customers
VIC2
Internet Services
Change Time Interval 8 hours
Summary: HTTP-Web Pages Last 8 hours
Response Time
SLO Compliance
1.377 Seconds
50%
Network Health
mailserver4.acme.com Health
Health 33%
Event Information
Event Details
Event Name: OV_SLO_Violation
Severity. Major
Node: webserver4 acme com
Application: VP Internet Services
Message Group: Performance
Event Identifier .iso.org.dod.internet.private.enterprises 11.2.17 1.0.58916B34
Message ID: B5Be5029-502e-71d3-07db-0f0272e20900
Event Description
This event is generated by WPIS when it detects a SLO violation This violation is that the Web Server response time has fallen below the acceptable threshold.
Event Instructions
Use the following steps to diagnose this problem.
1. Ping the node (see output below)
2. Do a traceroute to the node (see output below)
3. Check the performance trend graphs for the node (see output below)
4. Check the response time through various network paths using Problem Diagnosis
Use the following steps to fix this problem:
1. Do something
2. Do something else
Tools
1 Ping the node
PING webserver4 acme.com: 64 byte packets
64 bytes from 13.40.238 19 icmp_seq=0 time=51 ms
64 bytes from 13 40 238 19 icmp_seq=0 time=51 ms
64 bytes from 13 40 238 19. icmp_seq=1 time=45 ms

FIG. 16A

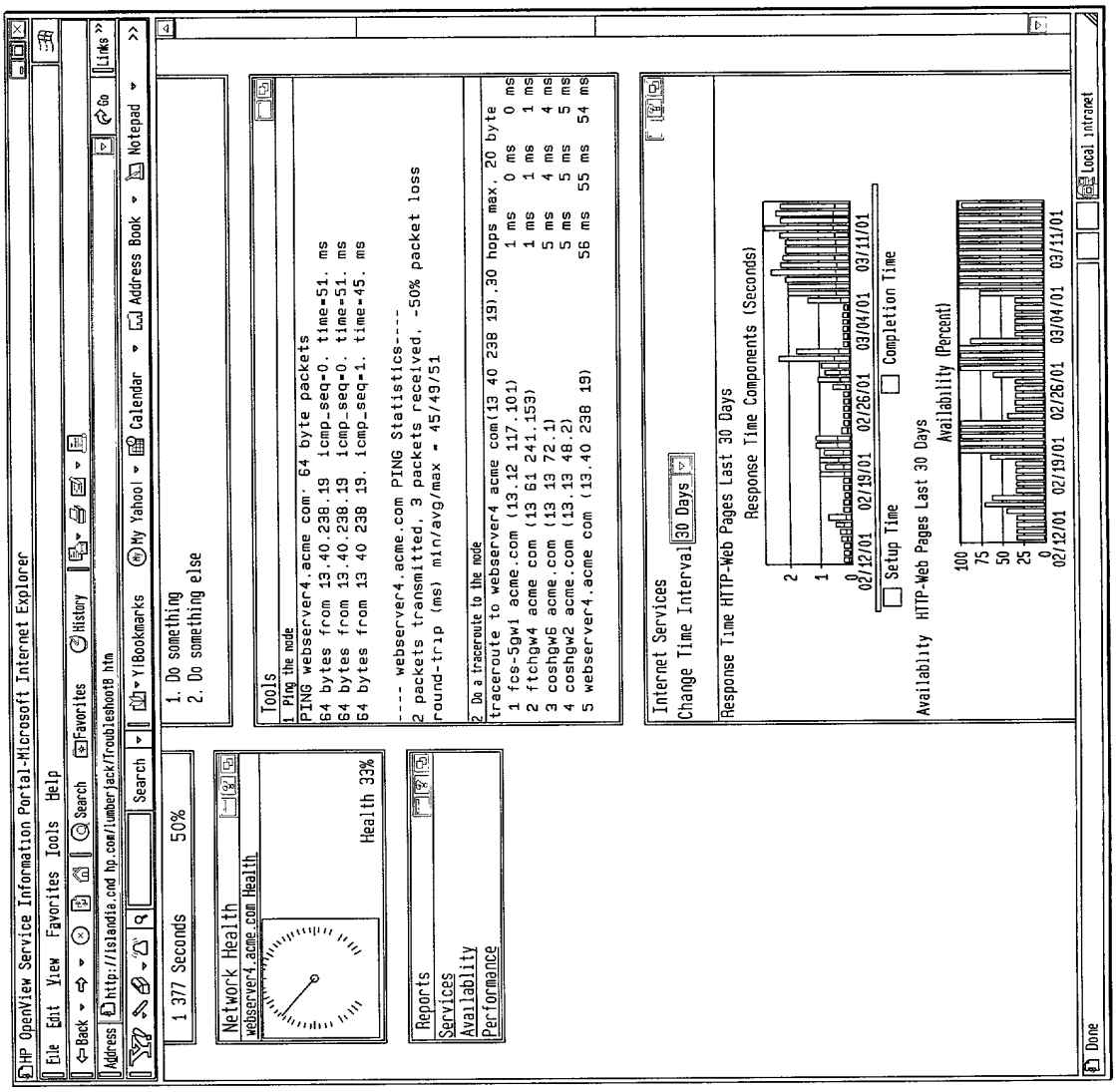
HP OpenView Service Information Portal-Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://islandia.cnd.hp.com/lumberjack/Troubleshoot8.htm
Search YBookmarks My Yahoo! Calendar Address Book Notepad
1 377 Seconds 50%
1. Do something
2. Do something else
Network Health
webserver4.acme.com Health
Health 33%
Reports
Services
Availability
Performance
Tools
1 Ping the node
PING webserver4.acme.com: 64 byte packets
64 bytes from 13.40.238.19 icmp_seq=0. time=51. ms
64 bytes from 13.40.238.19 icmp_seq=0. time=51. ms
64 bytes from 13 40 238 19. icmp_seq=1. time=45. ms
---- webserver4.acme.com PING Statistics----
2 packets transmitted, 3 packets received, -50% packet loss
round-trip (ms) min/avg/max = 45/49/51
2 Do a traceroute to the node
traceroute to webserver4 acme com(13 40 238 19),30 hops max, 20 byte
1 fcs-5gw1 acme.com (13.12 117.101) 1 ms 0 ms 0 ms
2 ftchgw4 acme com (13 61 241.153) 1 ms 1 ms 1 ms
3 coshgw6 acme.com (13 13 72.1) 5 ms 4 ms 4 ms
4 coshgw2 acme.com (13.13 48.2) 5 ms 5 ms 5 ms
5 webserver4.acme com (13.40 238 19) 56 ms 55 ms 54 ms
Internet Services
Change Time Interval 30 Days
Response Time HTTP-Web Pages Last 30 Days
Response Time Components (Seconds)
02/12/01 02/19/01 02/26/01 03/04/01 03/11/01
Setup Time
Completion Time
Availability HTTP-Web Pages Last 30 Days
Availability (Percent)
100
75
50
25
0
02/12/01 02/19/01 02/26/01 03/04/01 03/11/01
Done
Local intranet

FIG. 16B

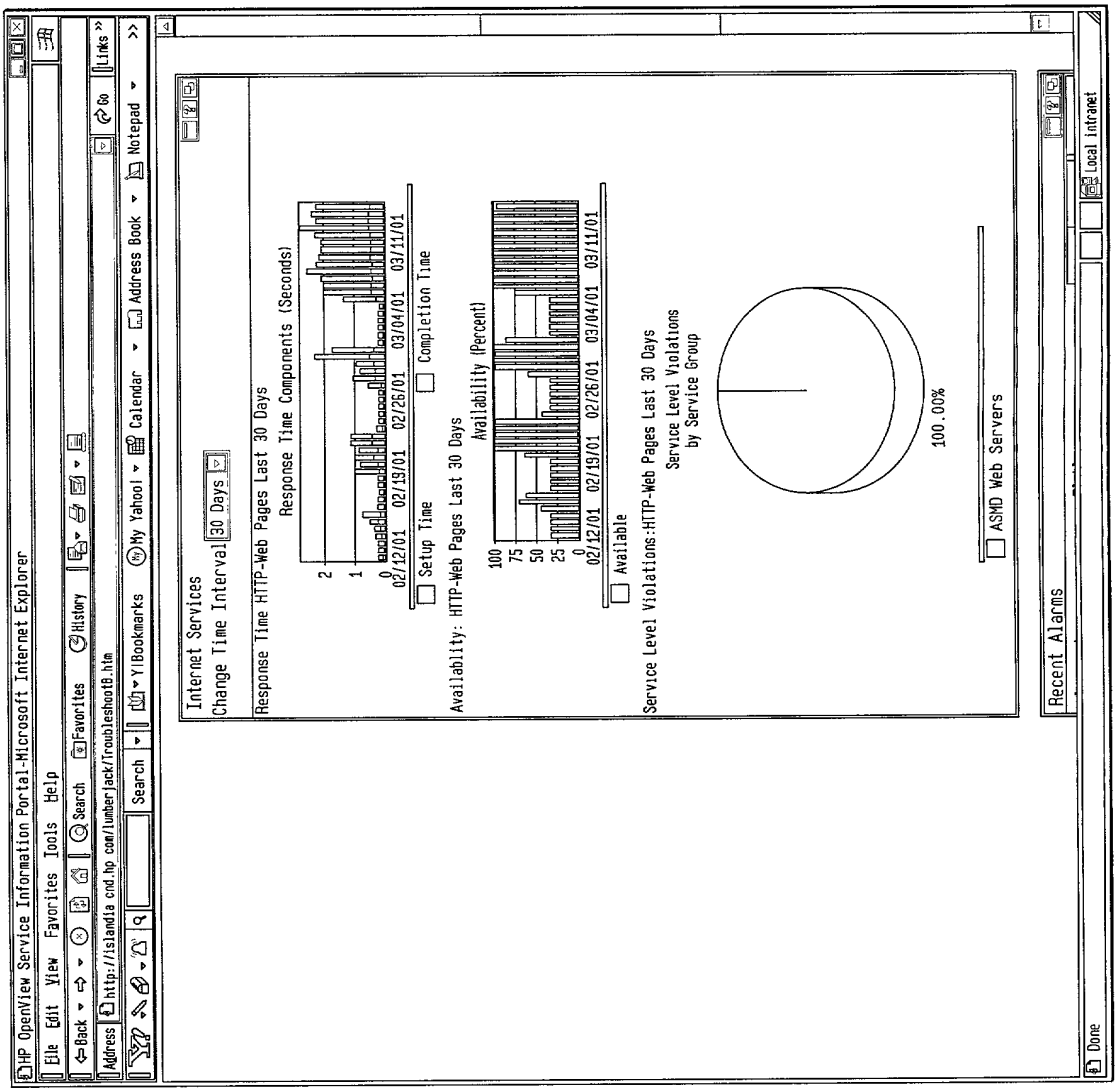
HP OpenView Service Information Portal-Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://islandia.cnd.hp.com/lumberjack/Troubleshoot8.htm
Search My Yahoo! Calendar Address Book Notepad
Links
Internet Services
Change Time Interval 30 Days
Response Time HTTP-Web Pages Last 30 Days
Response Time Components (Seconds)
2
1
0
02/12/01 02/19/01 02/26/01 03/04/01 03/11/01
Setup Time
Completion Time
Availability: HTTP-Web Pages Last 30 Days
Availability (Percent)
100
75
50
25
0
02/12/01 02/19/01 02/26/01 03/04/01 03/11/01
Available
Service Level Violations:HTTP-Web Pages Last 30 Days
Service Level Violations
by Service Group
100.00%
ASMD Web Servers
Recent Alarms
Done
Local intranet

FIG. 16C

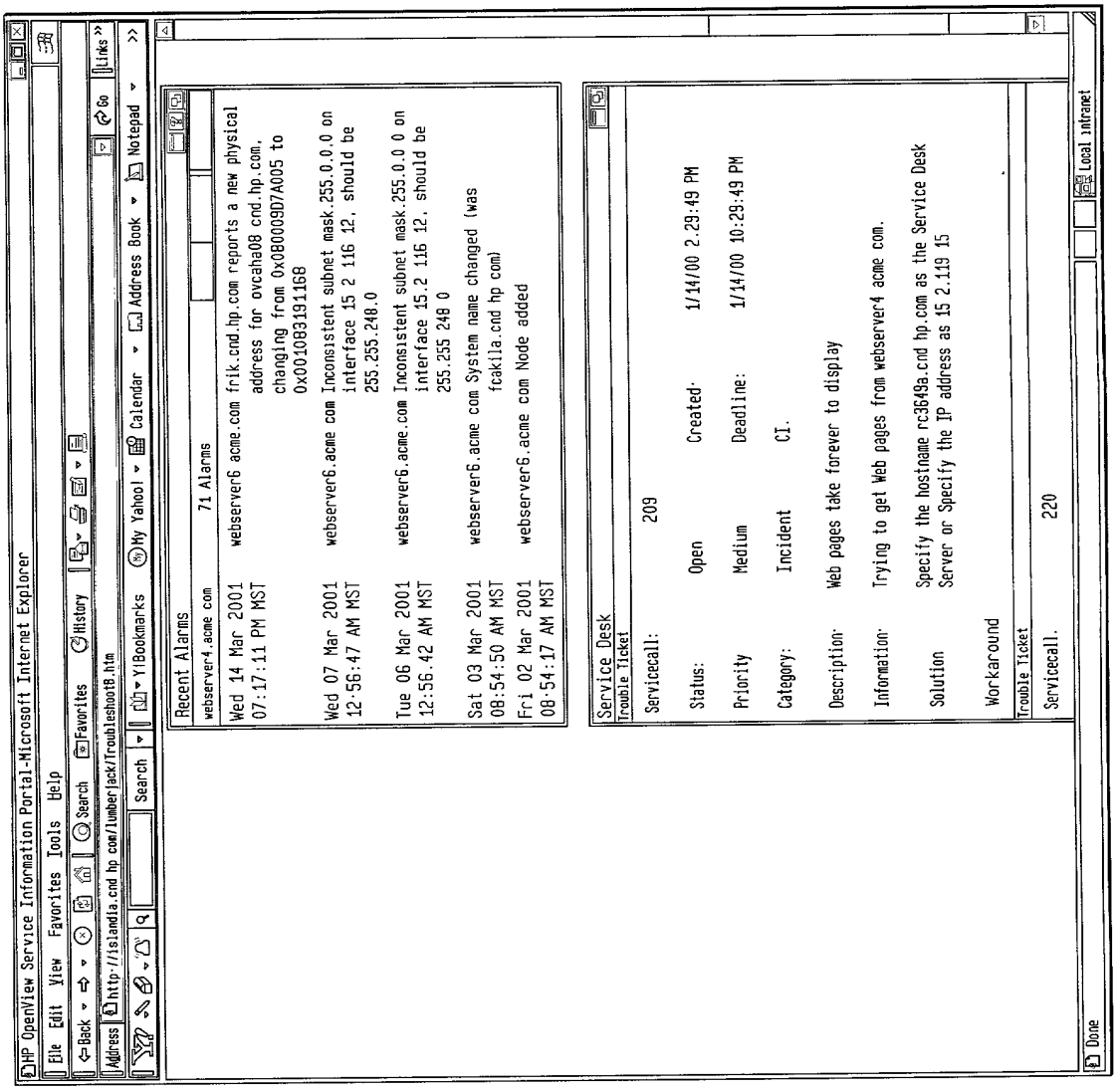
HP OpenView Service Information Portal-Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://islandia.cnd.hp.com/lumberjack/troubleshoot8.htm
Search YBookmarks My Yahoo! Calendar Address Book Notepad
Recent Alarms
webserver4.acme.com 71 Alarms
Wed 14 Mar 2001 07:17:11 PM MST webserver6 acme.com frik.cnd.hp.com reports a new physical address for ovcaha08 cnd.hp.com, changing from 0x0B0009D7A005 to 0x001083191168
Wed 07 Mar 2001 12:56:47 AM MST webserver6.acme.com Inconsistent subnet mask.255.0.0.0 on interface 15 2 116 12, should be 255.255.248.0
Tue 06 Mar 2001 12:56.42 AM MST webserver6.acme.com Inconsistent subnet mask.255.0.0 0 on interface 15.2 116 12, should be 255.255 248 0
Sat 03 Mar 2001 08:54:50 AM MST webserver6.acme com System name changed (was fcakila.cnd hp com)
Fri 02 Mar 2001 08:54:17 AM MST webserver6.acme com Node added
Service Desk
Trouble Ticket
Servicecall: 209
Status: Open Created: 1/14/00 2:29:49 PM
Priority Medium Deadline: 1/14/00 10:29:49 PM
Category: Incident CI.
Description: Web pages take forever to display
Information: Trying to get Web pages from webserver4 acme com.
Solution Specify the hostname rc3649a.cnd hp.com as the Service Desk Server or Specify the IP address as 15 2.119 15
Workaround
Trouble Ticket
Servicecall. 220
Done
Local intranet

FIG. 16D

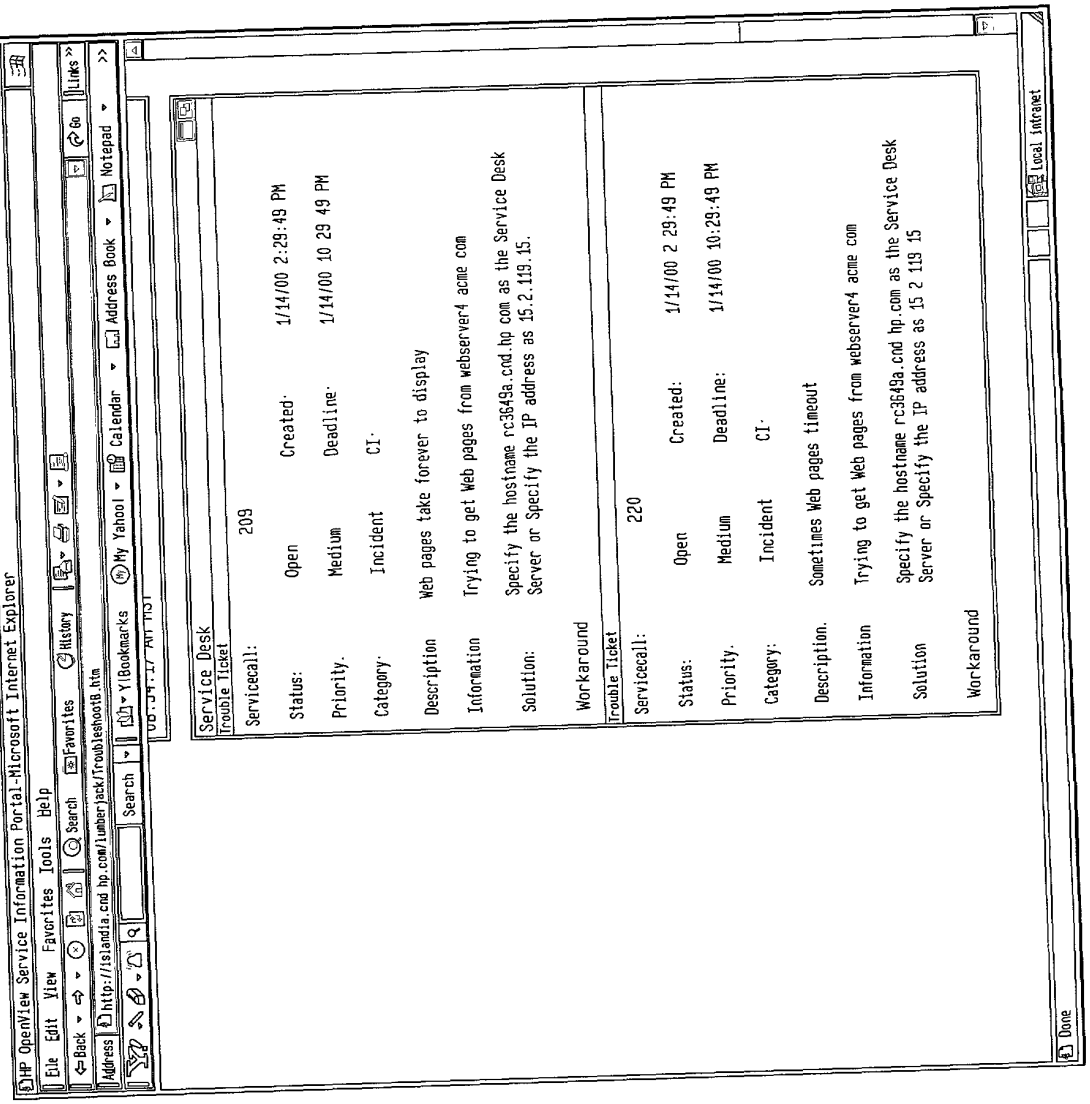
HP OpenView Service Information Portal-Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://islandia.cnd.hp.com/lumberjack/troubleshoot1.htm
Search My Yahoo! Bookmarks Calendar Address Book Notepad
Service Desk
Trouble Ticket
Servicecall: 209
Status: Open
Created: 1/14/00 2:29:49 PM
Priority. Medium
Deadline: 1/14/00 10 29 49 PM
Category: Incident
CI:
Description Web pages take forever to display
Information Trying to get Web pages from webserver4 acme com
Solution: Specify the hostname rc3649a.cnd.hp com as the Service Desk Server or Specify the IP address as 15.2.119.15.
Workaround
Trouble Ticket
Servicecall: 220
Status: Open
Created: 1/14/00 2 29:49 PM
Priority. Medium
Deadline: 1/14/00 10:29:49 PM
Category: Incident
CI:
Description. Sometimes Web pages timeout
Information Trying to get Web pages from webserver4 acme com
Solution Specify the hostname rc3649a.cnd hp.com as the Service Desk Server or Specify the IP address as 15 2 119 15
Workaround
Done
Local Intranet

FIG. 16E